



POSITION DESCRIPTION

POSITION TITLE	Administration Support Officer (Hospital and Primary Care Reception)
DEPARTMENT	Community Care
REPORTS TO	Primary Care Team Leader
DIRECT REPORTS	Nil
AWARD	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
CLASSIFICATION	HS1 Part time (0.4) or casual
DATE OF CREATION/AMENDMENT	Jan 2026

“Caring for Our Community”

POSITION OBJECTIVES

This position will provide reception duties to the newly established Rochester Primary Care Centre or the main hospital / front reception, when required. In addition, the role delivers a range of other administrative support functions to REDHS stakeholders including visitors, employees, volunteers, clients accessing the primary care and allied health, and other areas of the hospital.

Working collaboratively with other administrative teams across the organisation is a key requirement.

RESPONSIBILITIES & PERFORMANCE INDICATORS

Technical Skills and Abilities

- Address face-to-face, phone and email enquiries in a timely and courteous way, direction of clients, visitors and contractors,
- Scheduling of clinic appointments and other services (including transport) as required
- Develop and maintain efficient office systems that allow effective administration support
- Accurate appointment fee collection including Medicare and HICAPS claims, receipting
- Process REDHS daily banking and reconciliation
- Create, maintain and archive medical records as required and provision of records to Care staff.
- Maintaining an accurate record of Medicare claims.
- Process referrals received via the referral system and prepare acknowledgement sheets for all incoming referrals.
- General administration support including typing and distribution of minutes, photocopying, stationery and consumable ordering for the Community Care and Executive teams.
- Manage booking of meeting/function rooms, fleet cars and laptop for the organisation
- Printing and security programming of staff, volunteer, visitor and contractor ID cards.
- Collation of data for visiting services and outreach for monthly invoicing by Finance Officer.
- Maintain up-to-date REDHS telephone listing
- Provide administrative support services to other areas of the Health Service, as required
- Participate in staff meetings and or reference groups as appropriate
- Participate in communication activities including newsletters and updating of social media
- Maintain a clean and tidy work environment conducive to efficient, professional practice.

Client Service

- Maintain a professional and client focused approach at all times and provide information and assistance to stakeholders consistent with REDHS values and Code of Conduct
- Regularly review own work practices to ensure continuous improvement in customer service.

Teamwork and Communication

- At all times promote good interpersonal relationships both within and outside REDHS.
- Provide a friendly, courteous and professional greeting and support to all clients and staff
- Communicate effectively within multidisciplinary team.
- Manage workload distribution between 'reception' and 'administrative' components of the role.
- Plan own work schedule, within limits, and adapting own schedule to the needs of the work area, including provision of clinic-related administrative tasks.
- Ensure information is effectively communicated across REDHS
- Assist with development, implementation and re-evaluation of administrative procedures
- Provide relief and support to other Administrative Support roles at REDHS during periods of planned and unplanned leave, high activity i.e. accreditation
- Participate in development of a collaborative team approach to administrative support services.
- Actively evaluate and challenge existing business processes, and advance the scope of administrative practice, towards high level administrative support outcomes
- Being proactive, accountable and responsible for tasks assigned to the role.

Documentation and Administration

- Orderly maintenance and retrieval of filed information, e.g. Medical Records, Minutes.
- Assist in the update and maintenance of the Administration Support Procedure Manual, defining roles, tasks and responsibilities.
- Participate in the ongoing development, revision and implementation of policies and procedures as appropriate to role.
- Prepare Agendas and act as Minute Taker to REDHS committees and other meetings as and when required

QUALIFICATIONS / SKILLS

Essential:

- Demonstrated experience in general administration and reception
- High standards of professionalism, ethics, confidentiality and discretion.
- Capacity to organise and prioritise workload ensuring adherence to established routines, policies, procedure and standards
- Proven ability to be reliable and to work and solve problems independently
- Attention to detail and capacity for maintaining a high degree of accuracy and quality.
- Computing skills - Competent intermediate level across Microsoft suite including Word, Excel, PowerPoint, Access, Publisher, Outlook, and Teams
- A current driver's licence.
- A current and satisfactory National Police Certificate, Working with Children Check and NDIS Worker Screening Check.

Desirable:

- Experience in a Hospital or Primary Care reception/administration or similar environment
- Understanding of medical terminology
- Use of specialised medical software systems (e.g. BestPractice, Unity, etc)

KEY SELECTION CRITERIA

- Demonstrated experience in Administration and Medical reception duties
- Demonstrated capacity to organise and prioritise own workload within established routines, policies, procedure and guidelines.
- Proven ability to work effectively as part of a multi-disciplinary team
- Computing skills - Competent intermediate level across Microsoft suite including Word, Excel, PowerPoint, Access, Publisher, Outlook and Internet,

NDIS WORKER SCREENING CHECK

This role has been identified as a “risk assessed role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OCCUPATIONAL HEALTH SAFETY & WELLBEING

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of his or her own health and safety, to comply with REDHS’ Occupational Health and Safety policies and procedures and to participate in appropriate safety education and evaluation activities. To look out for the health and safety of others in the workplace; follow safe work practices; report hazards and injuries; participate in agency health promotion initiatives and support healthy lifestyle choices for staff.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee’s responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

‘THIS IS ME’

‘This is Me’ is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. ‘This is Me’ is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples’ physical, emotional, social and psychological needs utilising Montosorri actions. ‘This is Me’ is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURAL GOALS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

All staff are required to provide a current Police Records Check and Working With Children Check prior to commencement.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name		Date	
Signature			