Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Administration Support Officer – RPCC & Hospital Reception
Position ID	
Department	Community Care / RPCC
Award	Heath and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification	HS1
Employment Type	Part Time or Casual
Reports To	RPCC Team Leader
Direct Reports	Nil
Date Document Approved	June 2026
Approved by	People & Culture Officer
Purpose of Position	
This position will provide reception duties to the newly established Rochester Primary Care Centre (RPCC) 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.	

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Client Service & Reception	• Deliver professional front-line service to clients, visitors, contractors, and staff via phone, email, and in person • Manage clinic bookings and coordinate associated services, including transport • Provide accurate and timely information consistent with organisational values and Code of Conduct
Financial & Claims Administration	• Process appointment payments, receipting, Medicare, and HICAPS claims • Complete daily banking and reconciliation processes • Maintain accurate records of Medicare and financial transactions
Records & Information Management	• Create, maintain, archive, and retrieve medical records • Ensure timely provision of records to care staff • Maintain accurate filing systems in line with compliance requirements
Administrative Coordination & Support	• Process referrals and prepare acknowledgement documentation • Coordinate bookings for meeting rooms, fleet vehicles, and equipment

	• Provide general administrative support including document preparation, minutes, ordering supplies, and maintaining directories • Support visiting services data collation for invoicing • Assist across departments as required
Teamwork & Communication	• Contribute to the development and review of administrative processes and procedures • Assist in maintaining the Administration Support Procedure Manual • Participate in policy development and implementation • Actively identify and implement improvements to administrative practices
Continuous Improvement & Governance	• Review and improve administrative processes and procedures • Support policy development and maintain procedure manuals • Participate in meetings, committees, and organisational initiatives
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to **Growing Together: Our People. Our Culture. Our Future.**	• Consistently demonstrates behaviours aligned to REDHS values in daily practice • Treats consumers, colleagues and community members with respect, fairness and professionalism • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately • Contributes positively to team culture and psychological safety • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability • Uses organisational resources responsibly and supports environmentally and financially sustainable practices

Key Relationships

Internal Relationships
RPCC Team Leader – day-to-day guidance, performance oversight, and prioritisation of tasks **Clinical Staff (Nurses, Allied Health, Doctors)** – coordination of appointments, referrals, and medical records support **Director Community Care & Executive Team** – administrative and operational support, meeting coordination, and documentation **Finance Officer** – collaboration on billing, invoicing, banking, and reconciliation processes **Administrative Support Team** – shared workload, relief coverage, and process consistency **IT/Systems Support** – assistance with booking systems, records management, and ID/security systems
External Relationships (Community, Industry etc)
Clients/Patients – primary point of contact for enquiries, bookings, and service support **Visitors & Contractors** – reception, access coordination, and general assistance **Medicare/HICAPS Providers** – processing of claims and payment transactions **Referring Agencies/Providers** – management of referrals and communication **Service Providers (e.g. transport, outreach services)** – coordination of client services and logistics

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
• Qualifications and / or demonstrated experience in administration and reception
Essential Registrations
• 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 • 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, IPM and Oracle)
Technical and Professional Capabilities
• 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
Personal & Leadership Capabilities
• 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

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	**Reliability** We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	**Engagement** We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	**Diversity** We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	**Hospitality** We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	**Sustainability** We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

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

Professional Conduct and Organisational Compliance

Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.

Personal Centred Care

All staff are required to support the REDHS "This is Me" philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.

Work Health Safety & Risk

All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

Clinical Practise Requirements (Clinical roles)

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

Employment Conditions

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.	
Name	
Date	
Signature	