

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Officer
<b>Business Unit/Department:</b>	St Albans Community Care Unit
<b>Division:</b>	Mental Health Wellbeing Services
<b>Award/Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2022–2024
<b>Classification:</b>	YC89 - Admin Officer Grade 2
<b>Reports To:</b>	Nurse Unit Manager
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	7 August 2024

### Position Purpose

While working under the direction of the Program Manager, the Administration Officer:

- Will Provides administrative support to the team, in collaboration with MH&WS administrative team: being the first point of contact for visitors arriving on the ward, answering the phone, data entry, booking appointments, stocktaking and ordering supplies, taking minutes, maintaining clinical information systems and staff support
- is a key role at MH&WS that ensures health information operational and reporting obligations are met, including consumer admissions, discharges in iPM and CMI
- Ensures the service is compliant with Department of Health reporting requirements, the Health Records Act 2001 (Vic), and the Mental Health Act 2014 (Vic)
- MH&WS operates over a number of sites. Staff may be required to work across other sites at times, including Footscray, Sunshine, Melton and other sites.
- This position will be required to two days between Monday to Friday at St Albans CCCU

### Business Unit Overview

The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.

The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. These services include hospital based, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

### Our Vision

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The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.  
The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

### Key Responsibilities

Key responsibilities include (but are not limited to):

- Professional, courteous and considerate communication with staff, patients, carers, families, and
- Visitors
- Perform clerical duties including collecting, sorting, and distributing mail and memos. Perform general filing, photocopying, scanning, emailing and faxing.
- Monitor, check and deliver incoming faxes, mail and emails daily.
- Process orders for the St Albans CCU stock and non-stock items as requested by the Unit Manager or delegate(s).
- Provide administrative assistance in the form of arranging agendas, minutes, filing, coordination of meetings.
- Ensure compliance with statutory reporting requirements by correcting and updating data, including the Victorian public mental health information system (CMI/ODS) and hospital patient administration system (iPM).
- Monitor, track and process all legal documentation in relation to the Mental Health Act for the MH&WC in a timely manner.
- Compliance with the Privacy and Data Protection Act 2014 (Vic), Health Records Act 2001 (Vic), and the Mental Health Act 2014 (Vic)
- Distribute Hearing Notices for the Mental Health Tribunal and Guardianship and Administration hearings conducted by the Victorian Civil and Administrative Tribunal.
- Provide administration assistance to staff in the unit as required, this may include but not limited to; arranging translators, booking patient transport, supply ordering, printing, faxing, mailing, couriers, maintenance requests, room bookings, file requests.
- Maintain medical records including filing reports, ensuring an adequate supply of patient labels (Bradmas) are made available for files, preparing and scanning documents to the Digital Medical Record, assisting community teams with scanning requirements as required. All records are to be maintained in accordance with organisational guidelines, policies and procedures and Health Information Service guidelines.
- Ensure all relevant medical records are readily available for clinical and medical staff to access.
- Ensure all patient databases are updated with details of episodes of care, admission and discharge dates, diagnoses, outcome measures.
- Maintain the confidentiality and security of all health information, and report any breach of this to the Unit Manager or Health Information Manager
- Attend staff meetings as required, including taking minutes of meetings as directed.
- Assist with audits and document activities as required.
- Respond to requests for information from internal and external service users
- Other relevant duties as directed by Nurse Unit Manager or Health Information Manager
- Identify patients that have private medical insurance, explain use of private medical insurance whilst an inpatient to patient/and or family, complete required documentation and liaise with patient services at WH as required.
- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Engage with multiple stakeholders including staff from MW&WS. Western Health and consumers, families and carers
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities

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Administration Officer

## Key Working Relationships

### Internal:

- Mental Health & Wellbeing Centre - St Albans community Care Unit (CCU) Nurse Unit Manager Medical Staff, Multidisciplinary Team, Administration Officers, Consumers and Carers
- Western Health Mental Health and Wellbeing Service – Mental Health Tribunal Co-ordinators, Health Information Managers, Quality Improvement Coordinators, Program
- Western Health Support Services (IT, Security)

### External:

- Consumers, Carers and families
- Office of the Victorian Commissioner
- Office of the Chief Psychiatrist
- Department of Health, Victoria
- Emergency Services, Mental Health Tribunal (MHT), Victorian Legal Aid (VLA), Independent Mental Health Advocate (IMHA), Interpreters

## Selection Criteria

### Essential

Highly developed customer service and interpersonal skills while maintaining professional presentation and demeanour

- Excellent written and verbal communication skills, including a professional telephone manner
- Relevant clerical experience and administrative skills including management of databases
- Advanced computer skills, including the Microsoft Office suite
- Demonstrated ability to work effectively as a team member as well as an ability to work autonomously
- Demonstrated initiative, reliability and flexibility with excellent time management and prioritisation skills
- Ability to work in a busy environment and under pressure
- Interact professionally with staff and clients while maintaining high levels of confidentiality
- Motivation and commitment to ongoing professional development and demonstrate a willingness to impart knowledge to others as required
- An ability to accept work directives from Unit Manager, Health Information Manager and other Senior staff, or delegates

### Desirable

- Minimum Certificate III in Business Administration or equivalent
- Understanding of the Mental Health Act and relevant legislation
- Knowledge of medical terminology
- Current Drivers licence

## Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health

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- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

### General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: \_\_\_\_\_

Date: [Click here to enter a date.](#)

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