

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Adult & Specialist Community Programs
Division:	Drug Health Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement.
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Practice Manager
Direct Reports:	N/A
Date Prepared/Updated:	9 February 2024

Position Purpose
<p>The Administration Officer is a valued and multi-skilled member of staff who actively participates in the provision of front of house reception and all administration and finance duties for Drug Health Services in-patient and outpatient services across all sites.</p> <p>Led by the Practice Manager, the Administration Officers participate in, and contribute to, the ongoing refinement of systems which are used to maintain medical records, computer operations, switchboard operations, communications and all administrative duties for medical and clinical staff.</p>
Business Unit Overview
<p>Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs. The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.</p> <p>As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.</p> <p>The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.</p>
Key Responsibilities
<ul style="list-style-type: none"> • Demonstrate a commitment to the patient 'Charter of Healthcare Rights'. • Provide administrative support to inpatient and outpatient services within Drug Health Services including updating and maintaining client management systems, Medicare billing and other financial

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duties, front of house support, ordering, scanning, secretarial and clinical support tasks, appointment booking, filing, mail distribution, and any other administrative tasks as required.

- Ensure a welcoming and courteous reception for clients and visitors to Drug Health Services, maintain clear and open communication, and ensure a helpful service-oriented demeanour is maintained.
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards.
- Hold accountability for own actions and seek guidance and support from the Practice Manager and appropriate employees when limited by own skills and experience.
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Alert staff to any situation or client presentation, which could potentially escalate to a behavioural, medical, psychiatric emergency actively, attempt to de-escalate any situations of potential risk in the reception area if safe to do so.
- Promptly activate emergency procedures in accordance with emergency response procedures in the event of a safety, medical, psychiatric or other emergency.
- Comply with all relevant funding and services agreement requirements, including reporting of activities and statistical returns.
- Bring to the attention of the Practice Manager any resource or finance issues affecting the service.
- Be responsive and flexible in regards to work flow and tasks, and prioritise work focusing on clients and visitors first.
- Actively seek clarification from Practice Manager when unclear about tasks or responsibilities.
- Train other administrative staff in all aspects of reception or administration or as directed
- Support client feedback initiatives.
- Consistently look for quality improvement opportunities and work with the Practice Manager and colleagues to implement changes.
- Commitment to using the Intent/Impact strategies for respectful communication in order to reduce workplace stress.
- Comply with all Western Health policies and procedures.
- Complete other tasks as directed by DHS leadership staff.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Practice Manager
- Other Administration/reception staff
- Drug Health Services Employees
- Western Health Staff

External:

- The general public
- Clients of Drug Health Services
- Family and Carers of clients attending Drug Health Services
- Other Health and Welfare Professionals visiting the health service

Selection Criteria

Essential:

- Driver's licence essential
- Experience in medical or health service administration roles
- Highly motivated and enthusiastic with a positive attitude towards work and colleagues
- Flexibility to attend to a variety of administrative and finance duties
- Demonstrated excellence in customer service
- Advanced computer literacy
- Demonstrated excellence in time management
- Demonstrated willingness to support team members

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- The flexibility to work a range of days/hours to meet service administrative needs – may include some afterhours work
- Advanced interpersonal skills
- Willingness to participate and contribute to a dynamic learning environment

Desirable:

- Experience with IPM Outpatient appointment functionality
- Previous experience in a fast-paced administrative environment
- Knowledge of issues, trends and government policies of Drug and Alcohol Services and/or the health sector

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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites 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
- 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: _____

Employee's Signature: _____ Date: _____

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