

POSITION DESCRIPTION

Position Title:	Administration Assistant
Business Unit/Department:	Child and Adolescent Psychiatry Service
Division:	Mental Health and Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Classification:	Administration Assistant - HS2
Reports To:	Program Manager – Child and Adolescent Psychiatry Service, Perinatal Mental Health Service, Yanna Yanna PARC
Direct Reports:	0
Date Prepared/Updated:	16 January 2025

Position Purpose
<p>The Administration Officer is responsible for the clerical and receptionist duties of the Child and Adolescent Mental Health Service, coordinating the physical and telecommunication traffic throughout the area, maintaining patient records and providing accurate data transmission of patient movements.</p> <p>The Administration Officer is primarily responsible for reception; medical records; local and statewide databases; the tracking, processing and coordination of all legal documentation in relation to the Mental Health Act for the local campus; and ordering of supplies.</p> <p>The role of the Administration Officer is to deliver a professional and caring customer focused service, often as the first point of contact and communication for arriving patients, their families and other visitors, including external agencies.</p> <p>The position entails liaising with nursing, medical, allied health and ancillary staff, hospital departments, mental health programs, patients and their families and carers, and members of the public. The incumbent may be required to work weekend shifts from time to time.</p>
Business Unit Overview
<p>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.</p> <p>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.</p> <p>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</p>

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health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

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

- Mental Health Medical Records will be maintained according to Western Health.
- The Mental Health Medical Records Service will confirm with Accreditation Standards, Australian Standards for Medical Records Services and Statutory Requirements.
- Enter all data pertaining to staff daily contact sheets into the Client Management Interface (CMI).
- Completion of Mental Health Act legal paperwork.
- Prep and scan patient information into BOSSnet (medical record) to ensure medical records are complete.
- Ensure that data entry meets reporting deadlines as set down by Network Policy and Procedures.
- Ensuring that the consumer's medical record is in order according to Medical Record Service Guidelines during the patients contact with the service.
- Enter all data pertaining to clients on the relevant local database on a daily basis.
- Maintain good interpersonal relationships with medical and para-medical staff, as well as other network staff.
- Contribute to supporting other members of the Administration team including but not limited to the Perinatal Mental Health Service (PMHS).
- Maintain and enter electronic patient diary appointments.
- 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.
- Assist with orientation of new clinical staff to administrative responsibilities and procedures supporting clinical processes and reporting requirements
- Undertake receptionist duties in a timely and professional manner by ensuring all consumer appointments are entered and arrange interpreters as required.
- Track medical records on appropriate systems.
- Other duties as directed by the Manager.
- Participate in Quality Improvement Programs Strategic Goals influencing key result areas
- Display enthusiasm for learning and an initiative to further develop skills
- Undertake professional development activities offered by MWAMHS
- Arrange the retrieval of medical records/files from medical records (WHS), wards, etc. (as required)

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:

- Consumers, carers and support networks
- Mental Health and Wellbeing Services Division
- Women's and Children's Division (including Melton Paediatrics Service)
- Western Health

External:

- Child and Adolescent Mental Health services in Western Melbourne including The Royal Children's Hospital and Orygen Youth Health
- DFFH Services including Child Protection

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- Area Mental Health Services
- Department of Health

Selection Criteria

Essential:

- Highly developed customer service and interpersonal skills while maintaining professional presentation and demeanour
- Interact professionally with staff and consumers while maintaining high levels of confidentiality
- Excellent written and verbal communication skills, including a professional telephone manner
- Demonstrated ability to work effectively as a team member as well as an ability to work autonomously
- Ability to work in a busy environment and under pressure
- Demonstrated organisational and management skills
- An ability to accept work directives from Unit Manager, Health Information Manager and other Senior staff, or delegates
- Motivation and commitment to ongoing professional development and demonstrate a willingness to impart knowledge to others as required
- Commitment to the Western Health Values.

Desirable

- VCE or equivalent preferred
- An understanding of the Mental Health Act 2022 and other relevant legislation
- Experience within a Hospital or Medical setting, customer relations or reception / administration experience
- Experience using the Victorian Mental Health state wide information system, CMI
- Ability to speak a community language
- Current driver's 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
- 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

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General Information
<ul style="list-style-type: none"> • 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 • 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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