

POSITION DESCRIPTION

Position Title:	Administration Assistant
Business Unit/Department:	Maternity & Obstetrics
Division:	Women's & Children's Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 – Level 1 to Level 5 (HS3 to HS25)
Reports To:	Operations Manager – Newborn and Children's Services
Direct Reports:	N/A
Date Prepared/Updated:	3 March 2026

Position Purpose

The Administration Assistant, Women's & Children's Services (W&C) provides administrative, workforce and operational support to Newborn and Children's Services Heads of Unit, Newborn and Children's Services Senior Medical Staff working collaboratively within the PA team operating with initiative, discretion and a high degree of autonomy in a dynamic clinical environment and contributes to the Division's commitment to Best Care, workforce capability and continuous improvement.

The position is part-time, with hours scheduled according to service demand. Specific days and times are not fixed and will vary.

Business Unit Overview

The Division of Women's & Children's Services continues to expand and develop to meet the Western region's population growth, care complexities and demand. The service has seen significant growth over the last 4-5 years across all program areas in assisting to meet regional support requirements.

The purpose-built Joan Kirner Women's and Children's (JKWC) Building at Sunshine Hospital, and the delivery of services at Bacchus Marsh Hospital following amalgamation continues to support the growth of the service, with planning commenced for the New Melton Hospital in 2029 providing services for women and children.

In 2024/25 in the Women's and Children's Divisions activity included more than:

- 7,983 total babies were born: on average 21-22 babies per day
- 7,199 babies were born at Sunshine Hospital
- 784 babies were born at Bacchus Marsh Hospital
- 1,512 neonates accessed Newborn Services
- 3,062 women accessed inpatient Gynaecology services
- 4,149 children were admitted

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- 29,985 children were cared for in the Sunshine Hospital Emergency
- 160,208 episodes of ambulatory care were provided

The Women's & Children's Division provides care across a number of sites within the Western catchment, including Sunshine, Bacchus Marsh, Melton and Sunbury. The Division collaborates with several other Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care for our community.

The Division will continue to innovate and develop more services and model of care options across Western Health to ensure Best Care for the community of Western Melbourne.

Western Health Values: Compassion, Accountability, Respect, Excellence & Safety

Western Health aspires to be a values-driven organisation and all employees are required to model the following values in their day-to-day tasks:

- Compassion – consistently acting with empathy and integrity
- Accountability – empowering our staff to serve our community
- Respect – for the rights, beliefs and choice of every individual
- Excellence – inspiring and motivating innovation and achievement
- Safety – working in an open, honest and safe environment

Western Health Focus: 'Best Care'

At Western Health we are committed to high quality, safe and person centred patient care. The Western Health framework for Quality, Safety and clinical governance describes a vision for 'Best Care' for all Western Health patients and consumers.

Key Responsibilities

- Provide administrative support to Newborn and Children's Services Heads of Unit, Newborn and Children's Services Senior Medical Staff.
- Manage leave requests and maintain leave calendars (including electronic roster systems).
- Complete and reconcile timesheets, recall and associated payroll documentation.
- Address and resolve payroll queries in a timely and accurate manner.
- Assist with Performance Development Plans (PDPs) and monitoring of mandatory competencies.
- Support onboarding and orientation of Newborn and Children's Services Senior Medical Staff, including IT access, swipe cards and induction processes.
- Coordinate recruitment activities including advertising, interview scheduling, panel support and documentation preparation.
- Facilitate onboarding and offboarding processes.
- Maintain workforce records, compliance documentation and monitoring spreadsheets.
- Contribute to continuous improvement initiatives and administrative process enhancements within the Division.
- Maintain confidentiality and secure handling of sensitive clinical and workforce information.
- Provide cross-cover and leave relief within the W&C P.A. team.

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:

- Newborn and Children's Services Heads of Unit
- Newborn and Children's Senior Medical Staff
- Operations Managers
- W&C P.A. Team
- Nursing & Midwifery leadership
- Medical Workforce Unit

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- People & Culture
- Education & Learning Unit
- Support Services

External:

- General Practitioners
- External contractors and suppliers as required

Selection Criteria

Essential:

- Demonstrated experience in a personal assistant role within a complex organisation.
- Proven experience managing complex rosters, timesheets and payroll processes.
- Highly developed organisational skills with the ability to prioritise competing demands
- Demonstrated ability to work autonomously and exercise sound judgement.
- Exceptional attention to detail and accuracy.
- High-level written and verbal communication skills.
- Demonstrated discretion and ability to manage sensitive information.
- Advanced computer literacy including Microsoft 365 applications and ability to learn new systems.
- Knowledge of roster and patient management systems (e.g. RosterOn, IPM, BOS).
- Strong stakeholder engagement and customer-focused approach.
- Proven ability to work flexibly in a dynamic environment, with availability to undertake duties across variable days and hours in accordance with operational requirements.

Desirable:

- Experience within the healthcare sector.
- Understanding of medical terminology.

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), Occupational Health and Safety (Psychological Health) Regulations 2025, 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022

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- 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.
- 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: _____

Employee's Signature: _____ Date: _____

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