

## POSITION DESCRIPTION

<b>Position Title:</b>	SNAP Administration Support Officer
<b>Business Unit/Department:</b>	SNAP – Subacute and Non-acute Access and Pathways
<b>Division:</b>	Aged, General Medicine and Subacute Services
<b>Award/Agreement:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 2 – Level 1 to Level 5 (HS2 to Level HS21)
<b>Reports To:</b>	Operations Manager SNAP
<b>Direct Reports:</b>	Nil
<b>Date Prepared/Updated:</b>	21 April 2026

### Position Purpose

The SNAP Administrative Support role is responsible for the management of data, information technology and databases which support the day-to-day functioning of the SNAP team. This role will perform a wide range of administrative functions that support and facilitate the clinical functions of the Western Health SNAP service and include but is not limited to the coordination of referrals to the service, communication with referrers and the SNAP team, and assistance with bed allocation for patients assessed by SNAP.

The role requires highly developed communication skills and experience in a busy office environment, as well as accurate and timely data entry and maintenance of data systems. The SNAP service performs a time sensitive access role and so an ability to perform under time pressure is essential.

### Business Unit Overview

The Subacute and Non-acute Access and Pathways (SNAP) Service is a pivotal service at Western Health ensuring that patients have access to subacute and non-acute pathways which facilitate the provision of the right care at the right time and in the right place. This includes screening and comprehensive assessment of patients to facilitate pathways out of acute care if possible. Patient engagement and involvement of carers in goal setting and care planning is critical in this process. This is done through collaboration with multiple treating teams, specialist units, service providers and community agencies. The SNAP service bridges the gap between traditional acute and subacute/non-acute care by facilitating the flow of information, providing clinical consultation and capacity building to enhance care provision in these settings and forming a feedback loop for continuous improvement. The SNAP service prides itself on transparency of information, flexibility and responsiveness with an organizational responsibility for access and flow.

### Our Vision

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The SNAP service is a part of the Aged, General Medicine and Subacute Services (AGMS) Division. This division also includes the Acute Aged Care unit, Orthogeriatric unit, Cardiogeriatric unit, General Medicine, Geriatric Evaluation and Management (GEM), Rehabilitation and the Transition Care Program. AGMS Services are delivered across Western Hospital, Sunshine Hospital, and Williamstown Hospital. Subacute services play an integral role within the health care continuum, supporting patients to maximise their independence and functioning and, in doing so, minimise long-term health and community care needs. This diverse group of services is fundamental in promoting effective and seamless services across the care continuum. Subacute care is interdisciplinary care in which the need for care is driven primarily by the patient's functional status and quality of life rather than the underlying medical diagnosis.

## Key Responsibilities

### CUSTOMER SERVICE

#### Provide a high level of service provision

- Ensure a professional, courteous, considerate manner when communicating with all staff, patients, carers, and families.
- Ensure patient confidentiality at all times.
- Perform duties in accordance with Western Health Policies and Procedures.

### COLLECTION OF ACCURATE PATIENT DATA

#### Be responsible for ensuring accurate collection and data entry of current patient information:

- Ensure that relevant systems and databases dealing with patient and/or other information are efficiently and accurately maintained in accordance with organisational guidelines and policy and procedure
- Ensure bed allocation, transfers & discharges are coordinated accurately and in a timely manner.
- Entered patient data should be checked throughout the patient journey for accuracy and corrected if required
- Monitor patient transport dashboard to ensure transfer efficiency
- Monitor medical records and patient software for errors in data input for Transition Care Program

#### Manage patient files during the patient's episode of care:

- Source information from other hospitals or institutions where requested by medical or nursing staff.
- Ensure Transition Care Commonwealth consents are collated appropriately

### COMMUNICATION

#### Ensure clear communication pathways within the department:

- Answer all incoming phone calls in a professional, courteous manner using name of department and own name and direct calls to appropriate area or person.
- Communicate information to other SNAP team members where required
- Communicate patient transfer information to Western Health ward areas

### TEAMWORK

#### Foster a high standard of service delivery by maintaining collaborative relationships:

- Be a resource person for staff both within the Ward/Department and other areas as required.
- Share and willingly provide information with other Ward Clerks.
- Display respect for management, other team members and all other staff
- Communication with others in person, via telephone and electronic services is respectful and courteous.
- Be willing to help other team members in the workplace.
- Undertake clerical duties in all areas as required.
- Undertake training of new and existing employees as required.

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## **CONTINUOUS IMPROVEMENT AND PERSONAL DEVELOPMENT**

### **Utilize best practice principles to ensure continuous improvement:**

- Participate in departmental or organizational quality activities as required
- Cooperate in providing any data required for the department quality activities
- Participate in training and educational forums as organised to enhance knowledge and skills.
- Attend department meetings.

### **Commit to your own personal development:**

- Participate in annual Performance Development Planning and identify learning needs.
- Participate in continuing education to maintain knowledge and skills

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:**

- SNAP Manager
- SNAP Clinicians and Access Coordinator
- Aged, General Medicine and Subacute Services Division
- Nursing, medical, clerical and ancillary staff
- After-Hours Administrator and Bed Coordinators
- Health Information Services
- Transition Care Program team

### **External:**

- Patients, carers, families
- Visitors
- Patient Transport Providers
- Other Health Organisations
- Community Services Providers

## **Selection Criteria**

### **Essential**

- Highly developed customer service skills
- Effective communication and inter-personal skills
- Demonstrated ability to multi-task and prioritise duties
- Excellent computer & keyboard skills
- Ability to adapt and flexible to change
- Demonstrated ability to work effectively as part of a team
- Concise written and verbal communication skills
- Demonstrated ability to prioritise and manage under pressure

### **Desirable**

- Demonstrated knowledge of medical terminology
- Knowledge of i.PM, EMR, MIYA, MAC software systems
- Knowledge of FIM and Barthel scoring
- Previous experience in a similar role or health administration role

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

Employee's Signature: \_\_\_\_\_ Date: [Click here to enter a date.](#)

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