

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Custodial Health Administration
Division:	Western Health at Home
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	HS1
Reports To:	Administration Manager
Direct Reports:	Nil
Date Prepared/Updated:	9 th September 2026

Position Purpose

The Administration Officer provides accurate and timely support to the clinical staff at Dame Phyllis Frost Centre (DPFC). The role may also support other areas of the DPFC Directorate as required. Duties will include statistical data entry, word processing, scanning, referral processing, patient admissions and discharges, external clinic scheduling, and general enquiries.

Reporting to the Administration Manager, the Administration Officer will also assist with developing training materials, completing routine quality audits and actively participate in the improvement of data quality and reporting. Administration staff may be required to work a 7-day rotating roster.

Business Unit Overview

Dame Phyllis Frost Centre (DPFC) is a correctional facility for women located in Ravenhall in Melbourne's west. DPFC is operated by Corrections Victoria and provides maximum, medium and minimum-security accommodation for women on remand and those currently serving sentences. At present, the prison can accommodate 572 women, this includes a 20-bed specialist mental health inpatient facility operated by Forensicare.

Western Health is responsible for the provision of primary healthcare to women throughout their prison stay at DPFC, this can include:

- Primary Care e.g. General Practitioner, Women's Health
- Primary mental healthcare
- Population health
- Dental services
- Advanced care planning
- Medication management
- Diagnostic services – radiology and pathology
- Allied health services
- Medical aids and equipment

Our Vision

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Patients – Employees – Community – Environment

- Access to specialist services in the community

The quality and standard of health care provided to patients is the equivalent standard to that provided in the community, through the public health system. Western Health's multidisciplinary workforce will work alongside service providers to provide holistic and interconnected health service delivery for patients at DPFC, including a tailored health response for priority cohorts.

Key Responsibilities

- Work with the administration Manager to ensure, high quality, client centred care is delivered in line with the "Best Care" Framework
- Demonstrate well developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Take a problem solving approach to difficult situations and recognise a need to escalate situations to the manager as appropriate
- Ensure that relevant systems and databases dealing with patient and/or other information are efficiently maintained in accordance with organisational guidelines, and policy and procedure
- Assist in the coordination of admissions, discharges and follow-up
- Work collaboratively with all team members to achieve optimal outcomes for all patients
- Provide a customer service focus and respond to, and demonstrate initiative, in handling enquiries, phone calls and emails
- Provide clear and concise communication with colleagues and patients in the case of performing duties
- Participate in and seek opportunity for professional development
- Hold accountability, comply with expected standards, and perform all tasks in an efficient and professional manner
- Assist Administration Manager in recording and collection of financial requirements such as stock orders, invoicing and accounts and basic book-keeping
- Assist with maintaining accurate and effective digital filing systems and databases
- Assist with preparation and recording of minutes and agendas
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, staff and colleagues
- Comply with all Western Health policies and procedures
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities
- Perform other duties as directed

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:

- Administration Manager
- Nurse Unit Manager
- Associate Nurse Unit Manager
- Clinical staff
- Operations Managers
- Western Health at Home, Managers, clinicians and staff
- Performance Management Unit
- Relevant Western Health Departments i.e. Engineering, Information Services, People Services, Finance

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External:

- Custodial staff
- Department of Health
- Department of Justice and Community Safety
- Other health services
- Other service providers within DPFC
- Patients at DPFC
- Partner agency managers and staff
- Primary Health Networks
- Contractual agencies and service providers

Selection Criteria**Essential**

- Highly developed computer and organisational skills
- Proficiency in Microsoft Office, particularly Word, Outlook and Excel
- Demonstrated high level of communication and interpersonal skills
- Experience in data management and producing routine reports
- Proven ability to work independently and within a small team
- Ability to be innovative, resourceful and adaptable to change
- Understanding of health care and departmental interdependencies and workflows
- Demonstrated commitment to promoting data integrity and systems to ensure data quality
- Ability to provide accurate information as requested in a timely manner
- Capability to educate end users on the ICT systems used by WH
- Demonstrated ability to work under pressure, prioritise workload, demonstrate sound time management skills while ensuring accuracy and attention to detail

Desirable

- Knowledge of Custodial Health (or other health) electronic medical record and software systems
- Understanding of medical terminology
- Dictaphone typing skills
- Relevant Certificate/Diploma level qualification in related field (Business or Health Administration)

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

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- 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

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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