

POSITION DESCRIPTION

Position Title:	Administration Officer
Business Unit/Department:	Central Access Unit
Division:	Western Health at Home
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:	Team Leader(s) – Administration & Data
Direct Reports:	None
Date Prepared/Updated:	19 August 2024

Position Purpose

The Administrative Officers will provide accurate and timely support to the Western Health at Home Division which has services located across all Western Health's sites. The role may also support other areas of the Operations Directorate as required. Tasks include statistical data entry, referral processing, patient admissions and discharges, appointment scheduling, Dictaphone typing, invoice processing and day to day reception and telephone enquiries. Administration staff may be required to work a 7-day rotating roster, and travel across campus as necessary.

Business Unit Overview

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health, and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and within custodial settings. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated, and patient centered care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital discharges. Through multidisciplinary service delivery, integration with primary care, research, and clinical trials. Our division supports the detection, management, and secondary prevention of chronic disease.

The division's medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehab@Home, Specialised Rehabilitation Program, Specialist Clinics including: Memory, Falls, Continence and Chronic Wound, GEM@Home, Community Based Transition Care Program and Dialysis@Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

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Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Key Responsibilities

- 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 co-ordination and management of patient referrals, discharges and follow-up
- Communicate with patients and/or carers to negotiate and book appointments, and arrange transport/interpreters as required.
- Work collaboratively with all team members to achieve optimal outcomes for all clients.
- Provide a customer service focus and respond to, and demonstrate initiative, in handling enquiries, phone calls and emails.
- Take a problem-solving approach to difficult situations and recognise a need to escalate situations to the manager as appropriate.
- Complete invoice coding, processing, and approvals as per policy.
- Provide clear and concise communication with staff, patients, and the public, in the course of performing duties.
- Contribute to the development and maintenance of procedure manuals, policies, and processes.
- Participate in and seek opportunities for professional development.
- Hold accountability, comply with expected standards and KPI's, whilst performing all tasks in an efficient and professional manner.
- Assume responsibility for ensuring a safe working environment, monitor equipment, and order supplies as required.
- 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:

- Division Administrative Officers
- Team Leaders – Administration and Data
- Administration Manager – Western Health at Home
- Division Clinicians and Nurses
- HIS staff
- Security/Orderlies
- ICT staff
- In house Interpreting Services
- Volunteers and Students
- Referrers from wards and other departments
- Other staff members from the Division of Western Health at Home

External:

- Clients and their families
- Referring hospitals, General Practitioners, and other key stakeholders
- Service providers

Selection Criteria

Essential:

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- Excellent computer and keyboard skills
- Proficiency in Microsoft Office, particularly Word, Outlook, and Excel
- Demonstrated high level of communication and interpersonal skills.
- Commitment to Customer service.
- Ability to work under pressure, prioritise workload, demonstrate sound time management skills while ensuring accuracy and attention to detail.
- Ability to work as part of a team as well as independently.
- Ability to be innovative, resourceful, and adaptable to change.
- Maintain confidentiality.

Desirable:

- A business/office qualification or relevant experience
- Understanding of medical terminology
- Dictaphone typing skills.
- Knowledge/experience of iPM, BOSSnet, Cerner patient management systems.
- Previous experience in the health sector and understanding of the role of health professionals.

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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- 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.

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- 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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