

## POSITION DESCRIPTION

<b>Position Title:</b>	Best Experience Services Assistant
<b>Business Unit/Department:</b>	Best Experience
<b>Division:</b>	Diversity, Equity & Inclusion
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
<b>Reports To:</b>	Personal Assistant; Best Experience Leadership; relevant Managers
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	10 July 2025

Position Purpose
<p>The Best Experience Services Assistant role is a designated (Aboriginal and/or Torres Strait Islander) role, responsible for the day-to-day administrative support for the Best Experience Liaison teams: Wilim Berrbang - Aboriginal Unit, the Disability Liaison Service and the Gender, Sex and Sexuality Liaison Service. This role will perform a wide range of administrative functions including, but are not limited to, the coordination of referrals to the services, communication with referrers and the liaison staff, and then assistance with coordination and advocacy tasks as directed by the liaison staff.</p> <p>The role requires highly developed communication skills and ability to work in a dynamic team environment, as well as accurate and timely data entry and maintenance of data systems. The role will also provide support for team meetings and relevant Best Experience committees as directed.</p> <p>The role will work onsite predominantly at Footscray Hospital, Sunshine Hospital, or Dame Phyllis Frost Centre sites and may be required to work across other Western Health sites or undertake community outreach activities. This role will suit someone who identifies as Aboriginal or Torres Strait Islander, and with experience or understanding of intersectional identities, including LGBTIQ+, cultural and racial diversity, people with disability</p>
Business Unit Overview
<p>The Best Experience division provides organisational leadership and services to embed an equity and inclusion lens within the day-to-day services and culture of Western Health. The division leads work on the Best Experience Framework 2024-28 and related action plans, in partnership with the People and Culture Best Experience team.</p> <p>The Best Experience Services are:</p> <ul style="list-style-type: none"> <li>• Wilim Berrbang Aboriginal Health Unit</li> <li>• Consumer and Lived Experience Partnerships Team</li> </ul>

### Our Vision

Together, Caring for the West  
Patients – Employees – Community – Environment

- Disability Liaison Service
- Gender, Sex and Sexuality Liaison Service

#### **Wilim Berrbang – Aboriginal Health Unit**

- Provide support to and advocacy on behalf of First Nations consumers, as requested by consumers themselves.
- Provide culturally specific secondary consultation to clinicians.
- Support service improvement activities with a First Nations self-determination lens
- Drive improvements and delivery of the Aboriginal Cultural Safety Plan

#### **Consumer and Lived Experience Partnerships team**

- Oversees consumer advisor recruitment, training, support, and engagement.
- Trains and guides staff on best practice consumer engagement strategies to improve quality, safety, and health outcomes.
- Builds partnerships with local communities/organisations to ensure diverse consumer voices.
- Leads Western Health's response to NSQHS Standard: *Partnering with Consumers*.
- Includes our Lived Experience Advisor workforce

#### **Disability Liaison Service**

- Provides disability-specific support for patient navigation and reasonable adjustments.
- Offers secondary clinical consultation and expert advice.
- Advocates on systemic barriers to access
- Drive service improvements aligned with the Disability and Neurodiversity Action and Inclusion Plan
- Delivers education and training on disability inclusion.

#### **Gender, Sex and Sexuality Liaison Service**

- Provides clinical and peer support for consumers from LGBTIQ+ communities.
- Offers peer support for the workforce.
- Drives service improvements aligned with the Health and Wellbeing Equality Index and our Gender Equality Action Plan
- Builds workforce capacity in LGBTIQ+ affirming practice.

### **Key Responsibilities**

#### **Customer Service:**

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

#### **Collection of Accurate Consumer Data:**

- Ensure that relevant systems and databases dealing with consumer and/or other information are efficiently and accurately maintained in accordance with organisational guidelines
- Ensure liaison referrals for supports are coordinated accurately and in a timely manner
- Entered consumer data should be checked throughout the consumer journey for accuracy and corrected if required

#### **Office Management and Team Support:**

- Ordering of supplies and equipment for team offices
- Day-to-day management of office spaces
- Facilitate cab-charge vouchers, parking vouchers and cafe vouchers for consumers

#### **Communication:**

- 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 liaison team members where required

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<p><b>Teamwork:</b></p> <ul style="list-style-type: none"> <li>• Be a resource person for staff both within the team and other areas as required</li> <li>• Display respect for management, other team members and all other staff</li> <li>• Communication with others in person, via telephone and electronic services is respectful and courteous.</li> <li>• Be willing to help other team members in the workplace including covering other administration roles as required</li> <li>• Undertake clerical duties in all areas as required.</li> <li>• Undertake training of new and existing employees as required</li> </ul> <p><b>Continuous Improvement and Professional Development:</b></p> <ul style="list-style-type: none"> <li>• Participate in departmental or organisational quality activities as required</li> <li>• Cooperate in providing any data required for the department quality activities</li> <li>• Participate in training and educational forums as organized to enhance knowledge and skills</li> <li>• Attend department meetings</li> <li>• Participate in annual Performance Development Planning and identify learning needs.</li> <li>• Participate in continuing education to maintain knowledge and skills</li> </ul> <p>In addition to the key responsibilities specific to the role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p>
<p><b>Key relationships</b></p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Best Experience Personal Assistant</li> <li>• Best Experience Administrative team</li> <li>• Best Experience Leadership team</li> <li>• Wilim Berrbang staff</li> <li>• Disability Liaison team</li> <li>• Gender, Sex and Sexuality Liaison team</li> <li>• Custodial Health team</li> <li>• ED team</li> <li>• Broader Western Health workforce</li> <li>• Western Health Consumers</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Aboriginal and Torres Strait Islander Communities</li> <li>• Aboriginal and Torres Strait Islander Organisations</li> <li>• Disability providers</li> <li>• Department of Health</li> </ul>
<p><b>Selection Criteria</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Identify as and have evidence of being Aboriginal and/or Torres Strait Islander</li> <li>• Highly developed customer service skills</li> <li>• Effective communication and inter-personal skills</li> <li>• Demonstrated ability to multi-task and prioritise duties</li> <li>• Excellent computer &amp; keyboard skills</li> <li>• Ability to adapt and flexible to change</li> <li>• Demonstrated ability to work effectively as part of a team</li> <li>• Demonstrated ability to prioritise and manage under pressure</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated knowledge of medical terminology</li> <li>• Knowledge of CVMS, IPM, EMR, Bossnet, software systems</li> <li>• Previous experience in a similar role or health administration role</li> <li>• The ability to work with a range of community and professional groups.</li> </ul>

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- Ability to engage the Aboriginal Community.
- Lived experience relevant to the areas of healthcare, diversity and/or consumer inclusion

#### **Desirable Personal Attributes:**

- Identify as an Aboriginal and/or Torres Strait Islander person, or have lived experience with Aboriginal or Torres Strait Islander people, ie family members or close contacts.
- Customer/client focus: listens to customers; actively seeks to meet customer needs; seeks ways to improve services; committed to delivering high quality outcomes for clients.
- Integrity: committed to the public interest; operates in a manner that is consistent with the organisations code of conduct; inspires trust by treating all individuals fairly.
- Empathy and cultural awareness: pays attention to words, expressions and body language; paraphrases messages to check understanding; shapes responses to individuals, based on a range of information they have noted; communicates well with, relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.
- Teamwork: cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for others' feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
- Current Drivers 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.
- 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**

- Attendance at and redeployment to any of the Western Health services or sites 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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