



POSITION DESCRIPTION

POSITION TITLE:	Health Independence Program – Administration Support
DIVISION/DEPARTMENT:	Health Independence Program (HIP)
CLASSIFICATION:	Administrative Worker Grade 1A (HS1A)
INDUSTRIAL AGREEMENT:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements.
REPORTS TO:	Admin Team Leader – Community Health
RESPONSIBLE TO:	HIP Team Leader
PRE-REQUISITES:	Current Police Check Current Working with Children’s Check

KEY SELECTION CRITERIA:

- Ability to maintain strict confidentiality
- Demonstrate sound communication skills with a commitment to provide superior levels of customer service
- Demonstrate a high level of knowledge in the use of Microsoft Windows applications including – Word, Excel, Outlook, Publisher and PowerPoint
- Ability to manage accounts
- Proven ability to use data entry software
- Capable of prioritising allocated work to meet deadlines
- Able to follow instructions and comply with established routines, methods and procedures of the organisation
- Ability to work within a team
- Possess knowledge of Health Independence Programs (HIP), including:
 - Post- Acute Care program (PACP),
 - Hospital Admission Risk Program (HARP)
 - Sub-Acute Care Program (SACS)

OUR PURPOSE:

The purpose of Benalla Health is to facilitate a healthy and resilient community through the provision of integrated, lifelong healthcare services.

OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

POSITION SUMMARY:

This position is to assist in the provision of clerical, accounts and reception services to the Health Independence Program.

RESPONSIBILITIES:

- Delivering excellent customer services to all phone enquiries
- Efficient and effective management of telephone, written, email, person to person and other forms of communication related to allocated clerical duties and tasks
- The ability to use Microsoft Windows applications at a high level, including – Word, Excel, Outlook, Publisher and PowerPoint
- Produce accurate, well presented letters and documents by the required deadlines
- Manage inwards and outwards accounts by the required deadlines
- To attend HIP team meetings and Administration team meetings as required

SAFETY MANAGEMENT SYSTEMS

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures
- Reporting hazards and injuries
- Participate in OH&S consultation and training
- Cooperate with managers and supervisors to ensure that OH&S responsibilities are met by all
- Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each Employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measures put in place by the Employer and any related occupational health and safety requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline

QUALITY & RISK

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

POLICY & PROCEDURES

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the BH Intranet site.

CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

MANDATORY ORGANISATIONAL COMPETENCIES

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete the following competencies as prescribed (on commencement, annually, every two years or as otherwise stated):

- Attend orientation on commencement
- Emergency Response and Fire Extinguisher Training (both theory and practical sessions)
- Manual Handling
- Human Rights, Equal Opportunity Prevention of Workplace Bullying and Managing Diversity in-service.
- Hand Hygiene Training.
- Reporting Elder Abuse.
- Person & Family Centred Care

Refer to the organisations mandatory training policy for full details.

CONSUMER ENGAGEMENT

Benalla Health employees are responsible for meaningful consumer participation so that consumers, carers and community members are active participants in the planning, improvement and evaluation of health services.

This will be demonstrated by:

- New staff attending staff induction forum where the value of partnering with consumers/carers and community members is discussed.
- Evidence that consumers and their significant others are involved in the development of their own care plans and
- Completion of annual competencies that includes the importance of partnering with consumers/carers and community members.

PREVENTION AND RESPONSE TO FAMILY VIOLENCE

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at BH will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and moral.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

PERFORMANCE REVIEW & DEVELOPMENT

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review. If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.

EMPLOYEE'S NAME:	_____
EMPLOYEE'S SIGNATURE:	_____
DATE:/...../.....
MANAGER'S NAME:	_____
MANAGER'S SIGNATURE:	_____
DATE:/...../.....

REVISED Feb 2018 – Allied Health Team Leader & HIP Coordinator

Benalla Health				
<i>Aligning behaviours to our Values and Code of Conduct</i>				
Compassion	Empathy	Accountability	Respect	Excellence
<i>In our team we ...</i>				
<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>

	<p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>			
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In our team we do not ...

<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumor mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
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Our standard is what we choose to walk past ...