



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Administration Officer (BH &amp; NHW Gap year Program)</b>
<b>DIVISION/DEPARTMENT:</b>	Education & Research
<b>CLASSIFICATION:</b>	Administration Officer – Grade 1A (HS1A)
<b>INDUSTRIAL AGREEMENT:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements.
<b>REPORTS TO:</b>	Operational Director – Performance Improvement

### PRE-REQUISITES:

- A current National Police Check
- A current Working with Children Check
- Ability to comply with the “Behavioural Outcomes” for this role
- **Will be on a gap year from Feb 2020 until Feb 2021 and will be undertaking/continuing an undergraduate degree at end of the year of their employment (GAP YEAR)**
- **Can provide evidence of enrollment to university in 2021**
- Ability to work flexible hours
- Ability to work individually and as part of a professional team.
- Ability to learn a variety of skills and tasks in a fast paced environment
- Commitment to a high level of customer service and satisfaction.
- Demonstrated Competence with computers and software programs.
- Excellent communication skills
- Proven ability to work within guidelines
- Good time management skills, able to work with minimal supervision and to meet timelines / deadlines.
- Has attributes in line with the organisations values.
- Proven ability to maintain a high level of confidentiality.
- Current Drivers Licence and own reliable transport.

### Desirable:

- Certificate II in Health Support Services or equivalent or other relevant course to the area applied
- Experience in customer service
- Experience with administration duties

## KEY SELECTION CRITERIA:

- Ability to work individually and as part of a professional team.
- Ability to learn a variety of skills and tasks in a fast paced environment
- Commitment to a high level of customer service and satisfaction.
- Demonstrated Competence with computers and software programs.
- Excellent communication skills
- Proven ability to work within guidelines
- Good time management skills, able to work with minimal supervision and to meet timelines / deadlines.
- Has attributes in line with the organisations values.
- Proven ability to maintain a high level of confidentiality.

## 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:

The primary role of the **Administration Support Officer (Gap Yr Program)** is to undertake general administration duties and other relevant tasks as directed in the area of employment in a timely and courteous manner.

## RESPONSIBILITIES/STRATEGIC PRIORITIES:

### Professional Responsibility & Accountability

This will be demonstrated by:

- High quality customer service skills
- Answer and direct phone calls and messages

BH 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.

### Professional Ethical Practice

This will be demonstrated by:

- Professional conduct is hardwired for excellence
- Gathering, checking and entering service data as directed
- Ability to pull and distribute data reports as relevant and directed
- Support of / participation in unit quality activities
- Meeting goals or key performance indicators as defined and agreed in annual appraisal or statement of responsibilities

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

### Critical Thinking & Analysis

This will be demonstrated by:

- Completion of annual competencies
- Completion of induction then annual performance review

- / appraisal
- Development / achievement of professional goals
- Participation in professional development activities

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 2000.

In accordance with legislative and contractual requirements all employees must successfully complete the mandatory and required training competencies as prescribed for their role and scope of practice (on commencement then annually or as otherwise stated).

## **Management of Care**

This will be demonstrated by:

- Compliance with service policies and procedures
- Ability to prioritise work load to ensure efficient workflow
- Ability to meet workflow timelines
- Manage petty cash as required
- Control basic accounting functions such as checking invoices and making deposits
- Awareness of, support for and participation in development / achievement of service operational plan
- Participation in team activities such as unit meetings

Meet and maintain standards of regulatory compliance for administrative and clinical information records & systems within the Australian Legislation and Regulation, Victorian Legislation and Regulation (ie Public Record Office of Victoria) and Benalla Policy and Procedure Framework.

## **Enabling**

This will be demonstrated by:

Facilitate room setup and equipment support for meeting and training events, as relevant

- Receiving, sorting and distributing incoming mail / packages
- Prepare and send outgoing mail / packages
- Maintain filing systems
- Photocopy, scan and faxing documents
- Send and receive emails
- Monitor and order office and service supplies
- Proficient IT skills in particular with basic work, excel, outlook and other relevant software programs required for role
- Entry and maintenance of database information within allocated timeframes
- Event planning, organisation and support
- Keep office / reception area neat and tidy
- Other general administration support duties within their

- scope of practice as reasonably directed
- Attendance to OH&S activities as relevant and required

BH is bound to comply with purchasing rules under HPV

In accordance with legislative requirements, all employees have a responsibility to ensure they comply with OH&S standards for environmental and practice safety.

## **Community**

This will be demonstrated by:

- Handle reception inquiries and incoming work requests in a calm and courteous manner
- Use of AIDET in customer engagement

BH is committed to partnering with consumers and their carers to optimise best outcomes of care.

## **BEHAVIOURAL OUTCOMES**

### **Team player**

- Cooperates and works well with others in the pursuit of team goals
- Collaborates and shares information
- Shows consideration, concern and respect for the feelings and ideas of others
- Accommodates and works well with the different working styles of others
- Encourages resolution of conflict within the team

### **Demonstrated ability to withstand conflicting priorities**

- Perseveres to achieve goals, even in the face of obstacles
- Copes effectively with setbacks and disappointments
- Remains calm and in control under pressure
- Accepts constructive criticism in an objective manner

### **Ability to build relationships**

- Establishes and maintains relationships at all levels
- Promotes harmony and consensus through diplomatic handling of disagreements
- Forges useful partnerships with people across departments and services
- Builds trust through consistent actions, values and communication

### **Possess appropriate communication, consultation and interpersonal skills**

- Collaborates and shares information
- Ensures good working relationships exist with internal and external customers, external health providers, government departments and all stakeholders

### **Customer service**

- Respects the cultural needs of others
- Communicates effectively
- Treats patient's family and visitors with respect at all times
- Abides by all NHW values of integrity, compassion, excellence and respect

## **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 OHS 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:** ...../...../.....

**CREATED:** October 2018  
**REVISED:** November 2019

# Benalla Health

## Aligning behaviours to our Values and Code of Conduct

Compassion

Empathy

Accountability

Respect

Excellence

### In our team we ...

<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>summarise what we have heard to demonstrate our understanding</p> <p>have fun</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>
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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 ...*

