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| **Position Title:** | Administration Officer  This position description is a supporting document to an employee’s “Letter of Appointment” and “Variation to Letter of Appointment” |
| **Department:** | Corporate Services |
| **PD Issue Date:** | March 2020 |
| **Classification/Award:** | **Award:**  Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement (2016-2020)  **Classification:** Grade 1A |
| **Performance Review:** | A six month probation will apply to this position (6 months from date of commencement). Performance reviews will then be held annually. |
| **ROLE** | |
| The role of the Administration Officer is a front line administrative role and is the first point of contact for all people visiting the organisation. The role provides administrative support to the Management Executive team and other departments, as required. The position is located across departments. | |
| **ORGANISATIONAL RELATIONSHIPS** | |
| Reports to: Business Manager  Manages/Coordinates: N/A  Liaises with: All South Gippsland Hospital Staff   * Foster Medical Centre * Students * Service providers | |
| **KEY RESULT AREAS** | |
| The role of the Administration Officer is to:   * Provide excellent customer service to internal and external stakeholders * Answer, announce, and direct telephone calls as a priority. * Redirect phone lines to alternate Administration Officer whilst on break, or as required. * Take telephone messages and direct appropriately * Deal with and direct enquires in a friendly and professional manner * Serve visitors by greeting, welcoming and directing them appropriately * Provide administrative support including but not limited to: Desktop publishing, spreadsheets, data entry, photocopying, printing, labels, scanning, mail outs & filing * Process mail daily * Process & coordinate bookings including but not limited to: room usage and hospital vehicles * Process & maintain accurate patient and client records in data management systems * Make and manage appointments for Community Health services * Accurately prepare, retrieve and file client files for Community Health services * Liaise with volunteers re rostering/booking and providing support to the volunteer coordinator. * Prepare & process invoices and private patient billing (monthly, quarterly as required) * Provide reports and statistical information as required * Process receipting, banking, petty cash and daily banking reports * Provide creditor, debtor, accounts payable and other financial support, as required * Handle and balance cash on hand daily * Monitor key register * Maintain stationery supply and storage (including clinical documentation & forms) * Maintain staff and volunteer contact lists * Log IT jobs * Attend departmental meetings, as required * Demonstrate knowledge and commitment towards quality improvement activities and actively participate in departmental accreditation processes * Escalate any concerns to the relevant Executive Director * Perform other duties reasonably required as directed | |
| **SPECIALIST SKILLS AND KNOWLEDGE** | |
| * Demonstrate willingness to undertake relevant training / course to develop skills and acquire knowledge * Ability to participate in the Performance Appraisal | |
| **QUALIFICATIONS AND EXPERIENCE** | |
| Previous experience in (or qualifications in) a front line administrative role  Demonstrated experience working in a health care setting | |
| **KEY SELECTION CRITERIA** | |
| * Excellent communication and interpersonal skills * Organisation, prioritisation and time management skills. * Well-developed computer skills * Capacity and willingness to be flexible and to adapt to changing environments   *Preferred*   * Understanding of medical terminology * Well-developed accounts and or book keeping skills * Previous experience in patient information management systems * Previous administration or health experience is preferred. | |
| **MANDATORY COMPETENCIES** | |
| Unless an employee is able to produce authorised evidence of successfully completing an approved mandatory competency, the employee will be required to successfully complete the competencies within the first six months of employment. Each employee is required then to successfully complete mandatory clinical competencies annually. | |
| **Organisational Values** | |
| South Gippsland Hospital staff work with each other according to the Values listed below and the behaviours these values require when carrying out business.  These values are:  **Adaptability – Being flexible and accepting of new ideas and change for the better**  **Mutual Respect – We treat others the same way that we would like to be treated**  **Accountability – We accept responsibility for our actions, attitudes and mistakes**  **Trust- We act with integrity and can count on each other**  **Excellence – We do our best at all times and look for ways to improve**  It is expected that staff will also work according to these Values when working directly with other staff, clients and members of the community. | |
| **Occupational Health and Safety** | |
| All staff are expected:   * to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. In addition, staff have the following responsibilities: * to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace. * to seek guidance about new or modified work procedures. * to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to the supervisor.   If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in SGH OH&S policies. | |
| **Infection Control** | |
| An effective, integrated organisation-wide Infection Control Program is dependent upon the support, recognition, motivation, commitment and integrity of every staff member. All staff members have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position description and to adhere to the organisation's Infection Control Prevention and Control policies and procedures at all times. | |
| **Education** | |
| SGH is committed to education. All staff have a responsibility to undertake their own professional development and actively participate in the education of others. This may involve colleagues, health professionals from other disciplines or educating students. Inter-professional education is strongly encouraged and supported and is integral to a small rural hospital.  **Health and Wellbeing**  The health and wellbeing of employees is a priority for South Gippsland Hospital and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.  I commit to:   * Partaking in the promotion of the health and wellbeing of employees * Contributing to an inclusive and health promoting environment * Promoting our values of trust, excellence, accountability and mutual respect * An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making | |
| **Confidentiality** | |
| Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of South Gippsland Hospital. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.  Failure to comply with this agreement may result in disciplinary action and may include termination of employment. | |
| **Quality and Risk Management** | |
| In order to help ensure continued patient safety and quality of care:   * Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of SGH. * Staff are required to contribute to the development and maintenance of the SGH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk. * Staff are required to abide by the Code of Conduct for Victorian Public Sector Employee | |
| **Special Requirements** | |
| * New staff will be required to satisfactorily complete a Police Records Check prior to commencing employment. * Should your role require you to drive a South Gippsland Hospital vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately. * A completion of pre-existing injury or illness declaration will be required prior to appointment to the position. * All employees of South Gippsland Hospital are bound to work according to the policies and procedures of South Gippsland Hospital, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time. * All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff. | |

**INCUMBENT STATEMENT**

I, have read, understand and accept

*(please print name)*

the above Position Description.

Signed: Date

Copy to staff member: □ Yes □ No

Details certified correct by:

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_