



Position Description

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:	Administration
PD Issue Date:	April 2025
Classification/Award:	Award: Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement 2021-2025 Classification: Grade 1A or Grade 1 (depending on experience)
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: Administration Manager Manages/Coordinates: N/A Liaises with: All South Gippsland Hospital and Community Health Centre Staff • Foster Medical Centre • Prom Country Aged Care • Students • Service providers	
KEY RESULT AREAS	
• 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/Ward Clerk whilst on break, or as required. • Take telephone messages and direct appropriately • Deal with and direct enquires in a friendly and professional manner • Direct consumers to particular areas of care e.g., UCC, radiology, etc • Serve visitors by greeting, welcoming, screening where required, and directing them appropriately	

• Work collaboratively to increase the safety of people experiencing family violence • 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, maternity clinic and hospital vehicles • Make and manage appointments for Community Health services • Accurately prepare, retrieve and file client files for Community Health services • 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) • Log IT jobs • Process complaints and compliments and maintain spreadsheet • Manage accommodation bookings at Banksia Centre • Coordinate student nurse placement with Education staff • Provide additional hours of backfill for administrative staff, by mutual agreement • Attend departmental meetings, as required • Demonstrate knowledge and commitment towards quality improvement activities and actively participate in departmental accreditation processes • Demonstrate a commitment to safety and quality of care • Perform other duties reasonably required as directed
SPECIALIST SKILLS AND KNOWLEDGE
• Demonstrate willingness to undertake relevant training / course to develop skills and acquire knowledge • Participate in the Performance and Development Review process • Work within scope of practice according to qualifications and registration with the Australian Health Practitioner Regulation Agency (AHPRA). • Work according to the conduct, policies and standards of relevant external bodies and SGH
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 <i>Preferred</i> • Understanding of medical terminology • Well-developed accounts and or book keeping skills • Previous experience in patient information management systems

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 three months of employment. Each employee is then required to successfully complete mandatory clinical competencies annually.
ORGANISATIONAL VALUES
South Gippsland Hospital (SGH) staff work with each other according to the Values listed below and the behaviours these values require when carrying out business. These values are: Accountability – accepting responsibility for our actions Trust- acting with integrity and being able to count on each other Excellence – doing our best at all times and looking for ways to improve Adaptability – being flexible and accepting of new ideas and change for the better Mutual Respect – treating others in the way that want to be treated It is expected that staff will work according to these Values when working directly with other staff, clients and members of the community.
OCCUPATIONAL HEALTH AND SAFETY
SGH recognises its obligation for full compliance with the <i>Occupational Health and Safety Act 2004</i> and associated Occupation Health and Safety regulations 2017. All staff are required: • to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. • 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 their supervisor. If the role includes people management duties, these include the requirement to manage the health and safety of people under this control and support the actions contained in SGH OH&S policies.
INFECTION PREVENTION AND CONTROL
An effective, integrated organisation-wide Infection Prevention and 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, and to adhere to the organisation's Infection Prevention and Control policies and procedures at all times.
LEARNING AND DEVELOPMENT
SGH is committed to education. All staff have a responsibility to undertake their own professional development and actively participate in the learning and development of others. This may involve colleagues, health

professionals from other disciplines or 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 SGH and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.

Staff are expected to:

- partake in the promotion of the health and wellbeing of employees
- contribute to an inclusive and health promoting environment
- promote our values of trust, excellence, accountability, adaptability and mutual respect
- promote an organisational culture of positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

DIVERSITY STATEMENT

SGH is committed to providing employment, health care and all related business based on the principles of access, equity and respect. SGH acknowledge the Traditional Custodians of the land on which we work and pay our respect to their Elders past, present and emerging.

Staff are expected to provide excellence in care and a safe, welcoming and inclusive health service by:

- extending respect to Aboriginal and Torres Strait Islander people at all times,
- engaging respectfully with all cultures and
- respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.

MULTI AGENCY RISK ASSESSMENT MANAGEMENT (MARAM)

Family Violence is a health issue and SGH provide support to any staff member experiencing family violence. All public hospitals are legislated to screen, identify and respond to family violence. The Multi Agency Risk Assessment Management (MARAM) framework is a whole organisation, multi-level approach to family violence. At SGH, we are committed to align our organisation with the 4 pillars of the MARAM framework: Shared understanding, Collaborative practice, Responsibility for risk assessment and management and Systems, outcomes and improvement. We respectfully, safely, and sensitively engage with all. We work collaboratively to increase the safety of people experiencing family violence, and to keep perpetrators in view and accountable for their actions and behaviour. We are committed to ensuring that all staff have access to adequate training to enable them to fulfil the responsibilities assigned to their role in the MARAM framework. Employees will undertake MARAM training as appropriate to their position and adhere to related policies.

At SGH all staff either contributes to or holds the following responsibilities;

Responsibility 1: Respectful, sensitive and safe engagement with clients and colleagues

Responsibility 2: Identification of family violence risk

Responsibility 5: Seek secondary consultations and referrals for comprehensive risk assessment and management

Responsibility 6: Contribute to information sharing with other services in line with SGH Information Sharing Policy

Responsibility 9: Contribute to coordinated risk management

Responsibility 10: Collaborate for ongoing risk assessment and risk management

In addition to the above, some senior nursing staff hold responsibilities of

Responsibility 3: Intermediate risk assessments

Responsibility 4: Intermediate risk management.

CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of SGH.

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 ensure patient safety and high 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 encourage the patient to partner with the health care team and be at the center of all care decisions.
- 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 Employees
- Clinical leaders are required to help support other clinicians to understand and perform their delegated safety and quality roles, and ensure clinical staff are working within their designated scope of clinical practice

SPECIAL REQUIREMENTS

- Staff will be required to satisfactorily complete a National Police Records, and Working with Children Check prior to commencing employment.
- Staff are strongly recommended to be vaccinated and remain up to date with their COVID-19 vaccinations
- Should your role require you to drive a SGH 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.
- SGH employees are expected to be familiar and work according to:
 - policies and procedures of SGH, including Risk Management Policy & Framework
 - Industrial Agreements that provide terms and conditions of employment
 - Scope of Practice and professional codes of conduct established for your profession
 - Code of Conduct for Victorian public sector employees and
 - Code of Conduct for Aged Care
 - Provisions of the Fair Work Act.

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: _____