

<b>Position Title:</b>	Administration Officer
<b>Reports to:</b>	Executive Director, Hume Health Services Partnership
<b>Department:</b>	Hume Health Services Partnership
<b>Directorate:</b>	Chief Executive
<b>Cost centre:</b>	D0426
<b>Code &amp; classification:</b>	Grade 3, Level 1-5 (HS3; HS22-HS25)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service in the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

GV Health is the lead health service and fund holder for the Hume Health Service Partnership (HHSP), which is one of five regional health partnerships whose remit is to deliver system improvement and redesign across a range of services. GV Health administers the employment of HHSP staff.

GV Health is committed to ensuring that all staff are fully immunised, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

### OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

### OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



#### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



#### Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



#### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



#### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.



#### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



#### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

## **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

## **ROLE STATEMENT:**

The Administration Officer will perform a multifaceted role working as part of the Hume Health Services Partnership team, supporting the Executive Director, Manager and Project Leads. The role will provide high level administration support to relevant committees and initiatives involving member health services in the Hume region.

The Administration Officer will undertake a number of administrative support tasks as directed and act to ensure the effective and efficient day-to-day activities of the Hume Health Service Partnership and project committees, including diary management, document preparation and secretarial support for meetings. The role will also encompass Sharepoint maintenance and the delivery of effective communications across the Partnership.

## **KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

- Provide timely and efficient administrative support for Hume Health Services (inclusive of diary management)
- Provide secretarial support for meetings and relevant committees (venue/room booking, agenda preparation and distribution, accurate minute taking and distribution)
- Liaison with Executives and managers from HHSP member health services staff from
- Set up and coordinate logistics for events
- Assist with the preparation (including editing and formatting) and dissemination of information and communication to key stakeholders in various forms
- Maintain an effective electronic filing system for the HHSP
- Accurate data entry and maintenance and production of reports as required
- Maintenance of office and educational equipment ensuring that it is fully functional at all times
- Ordering and receiving stationery, equipment and other resources as required
- Identify and assess opportunities to improve existing processes and procedures and implement workplace improvements
- Provide high quality customer service to stakeholders that reflects best practice and adds value to Partnership activities.

## **QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

#### OTHER REQUIREMENTS FOR NON-CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centered Care
- Promote GV Health as a quality regional health service provider.

#### KEY PERFORMANCE INDICATORS:

- Timely preparation and distribution of meeting agendas and minutes
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

#### Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

#### KEY SELECTION CRITERIA:

##### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Proven experience in providing accurate and timely secretarial support to committees
- Competent and confident in the use of Microsoft Office applications, including Word, Excel, PowerPoint, Publisher and Sharepoint
- Demonstrated diplomacy and interpersonal skills that support and enhance positive relationships
- Strong administrative and organisational skills with demonstrated ability to meet timelines.
- Capacity to work independently and as part of a team
- High literacy and numeracy skills (spelling, grammar)
- Ability to problem solve and use initiative
- Excellent communication skills, by telephone, online, in person and in written form
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

### Desirable

- Certificate III or Diploma in Office Administration or similar or at least two years' experience in a similar Administrative role.
- Knowledge of information and communications technology
- Experience working in healthcare administration or similar

### Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The role may require the following tasks among other things:

<b>CLERICAL / ADMINISTRATION ROLE</b>	
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations maybe required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>	

<b>Reviewed by</b>	<b>Executive Director, Hume Health Services Partnership</b>
<b>Issued</b>	<b>December 2024</b>
<b>Review</b>	<b>December 2025</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_

\_\_\_\_\_  
(Print Name)