

Position Description

Position Title:	Administration Assistant
Operationally Reports to:	Manager Ambulatory Aged Care Programs
Department:	Ambulatory Aged Care Program
Directorate:	Community Care and Mental Health
Cost centre:	F8505
Code & classification:	Grade 1A (HS1A) or Grade 1, Levels 1 – 4 (HS1, HS14 – HS17)
Employment conditions:	(Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The Administration Assistant aids the operation of Ambulatory Aged Care Programs (AACP) by provision of high level clerical, data entry and reception support to the AACP team. The incumbent is also required to provide administrative support, and information technology support of software systems used by AACP in performing its role and function within the organisation.

AACP consist of 3 programs: Transition Care (TCP), Restorative Care Program (REST) and GEM in The Home (GITH).

The Transition care Program provides short term support and active management for older people at the interface of the acute/sub-acute and residential aged care sectors. It is goal oriented, time limited and targets older people at the conclusion of a hospital episode who require more time and support in a non-hospital environment to complete their restorative process optimise their functional capacity and finalise and access their longer term care arrangements.

Restorative Care Program provides the same support and management as TCP, and the clients in Restorative care are admitted patients of GV Health while on this program. They can be younger clients (50+) and do not require an Aged Care Assessment to access the program.

GEM in The Home service is person focused and operates within an integrated service delivery model utilising interdisciplinary team based care with an emphasis on flexible service delivery in a range of care settings. The aim is to improve and maintain a person's functional capacity and maximise their independence.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Maintain accurate records ensuring documentation meets professional and legal standards.
- Ensure client record is maintained in accordance with standards and systems approved by GV Health Information Services and the management of client information complies with privacy and health record legislation.
- Undertake secretariat duties for AACP Team and Management Team as required.
- Carry out reception and administrative duties as per the relevant duty routines as advised by AACP Manager and or Team Leader/s.
- Assist in the production of concise and accurate minutes of meetings.
- Assist the management team with collating statistical client data as required.
- Monitor data entry of accounts receivable transactions using finance systems.
- In the absence of Data Administration Officer, prepare monthly reports and Commonwealth claim form for all Hume Region.
- Process accounts payable for payment, and prepare authorisation in accordance with GV Health Instrument of Delegation.
- Collection of Petty Cash.
- Participates in AACP monthly team meetings and planning days.
- Ensure filing system is maintained within GV Health Information System Processes.
- Provide high quality service to internal and external consumers and customers that reflect best practice and adds value to GV Health.
- Participate in audits, research, process redesign and accreditation against healthcare standards to ensure ongoing practice improvement and quality of consumer care.
- Participate in accreditation processes.
- Monitor service demand and identify administration service provision gaps.
- Ensure accurate and timely processing of referrals, files, letters, Transition Care Client Records and data entry.
- Assist with the development and recording of procedures and processes relevant to the AACP program.
- Process client notification and outcome letters in a timely and efficient manner.
- Participate in program administration duties, including preparation of reports for funding bodies and GV Health.
- Provide effective and timely word processing services as required.
- Complete clerical tasks as allocated in an efficient and effective manner within associated time lines.
- Maintain and order supply items to ensure a well- stocked imprest system.
- Be aware of and practice according to the organisation and AACP's mission, objectives, core values and strategies.
- Undertake other duties as required by the program manager within scope of practice.

KEY SELECTION CRITERIA

Essential:

- Minimum relevant experience in Administration/Customer Service role.
- Demonstrated ability to work in a customer focused service environment with skills and experience in administrative and customer support operations.

- Well developed data entry, computer skills and knowledge of the Microsoft suite of software applications with an ability to manage electronic databases.
- Excellent communication and interpersonal skills and an ability to work professionally with all levels of staff and members of the public.
- Capacity to interact professionally with staff and clients and maintain high levels of confidentiality.
- Demonstrated ability to work unsupervised and within a team environment with excellent time management and prioritising skills.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Attendance and active participation at meetings as required
- Active participation in the Performance and Development review process
- Complete monthly report/s as required
- Assist with the end of financial year requirements for GV Health
- GP letters within 48 hours of admission and discharge from AACCP
- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintenance of collaborative relationships with all other teams and professionals;
- Promotion and enablement of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribution to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- 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;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care and Mental Health

Administration Assistant

Reviewed by:

Manager, Ambulatory Aged Care Program

Issue Date:

June 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The **Goulburn Valley Health Strategic Plan 2024-2026** provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)