

# Position Description

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| <b>Position Title:</b>            | Administration Assistant  |
| <b>Reports to:</b>                | Manager/Director of Nursing   |
| <b>Department:</b>                | Euroa Hospital  |
| <b>Directorate:</b>               | Clinical Operations   |
| <b>Cost centre:</b>               | R1024   |
| <b>Code &amp; classification:</b> | Grade 1A – Grade 1 (HS1A- HS17)   |
| <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). |

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**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).

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## POSITION SUMMARY

The role of the Administration Assistant is to efficiently and effectively provide administration and clerical support to the Euroa Hospital - GV Health. A focus on customer service and efficient administrative functionality contributes to the provision of patient focused quality services and promotes harmonious working relations with staff and visitors to the Euroa Hospital.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to**

- Model and promote the vision, mission and values of GV Health
- Communicate relevant information to management, staff, patients, residents, visitors and external stakeholders
- Liaise and communicate with peers and management
- Ensure patient/resident/employee confidentiality is kept at all times
- Ensure all sensitive material is shredded or placed in the allocated confidential bins
- Respond to telephone calls and enquiries promptly in a courteous and sensitive manner
- Greet, direct and/or attend to patients, visitors and staff without delay
- Ensure good personal presentation and professionalism at all times
- Ensure correct maintenance of petty cash systems
- Receive and manage invoices
- Prepare letters, submissions and other documents as requested

- Take and record minutes of meetings and prepare agendas as required
- Maintain a regular inventory and order stationery supplies and unpacking of same
- Maintain a tidy workstation and reception area at all times
- Maintain a constant presence at the work station ensuring that you notify staff when you will be leaving your station
- Complete all direct admissions and discharges as per procedure
- Update patient information as required (including Next of Kin and General practitioner details – as per procedure)
- Prepare and ensure availability of clinical record forms and clinical records for patient care
- Correct and update Patient Administration data as required
- Admit, discharge and transfer patients as required
- Create and update bookings for Radiology patients at Euroa Hospital
- Provide support to the Urgent Care Centre (UCC) by ensuring:
  - patient registration and details are entered on the Patient Administration System
  - data reports and register are completed
- Ensure UCC patient records are finalised and sent to the Health information Service for scanning and processing
- Ensure photocopier, printer and fax machines are maintained and well stocked
- Liaise with the Health Information Service to ensure a consistent approach to clinical record management and system utilisation
- Maintain all files, records and statistical information as requested – including preparation and packaging of clinical record documentation for transport to the Shepparton campus for processing
- Ensure all relevant documentation including patient/resident records are maintained, stored and archived according to legislative requirements
- Create and maintain up to date procedures in conjunction with Director of Nursing / Manager and Director, Information Services
- Carry out duties as per the relevant duty routines
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

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## KEY SELECTION CRITERIA

### Formal Qualification(s) and Required Registration(s):

#### Essential:

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Demonstrated ability to organise tasks and environment with minimal supervision and under conditions of competing demands
- Demonstrated experience of working with computer systems
- Previous experience in a customer service role
- Advanced interpersonal verbal and written communication skills
- Ability to work effectively as part of a team and to be flexible within a multi-disciplinary team environment
- Capacity to interact professionally with staff and consumers and maintain high levels of confidentiality and patient/resident privacy
- Ability to be courteous and demonstrate respectful behaviour in all interpersonal interactions
- Current driver's licence

- Evidence of full immunisation against COVID-19 and seasonal influenza
- 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:**

- Experience using a computerised patient management system (e.g. iPm)
  - Experience in a ward/clinical environment
  - Familiarity with medical terminology
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## **KEY PERFORMANCE INDICATORS**

**Your performance will be measured through your successful:**

- 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 maintaining of collaborative relationships with all other teams and professionals;
  - Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
  - Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity
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## **AT GV HEALTH ALL STAFF ARE REQUIRED TO**

- Demonstration of 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;
- Development and maintaining 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.

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### 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.

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| Clinical Operations | Administration Assistant - Euroa |
|---------------------|----------------------------------|
| <b>Reviewed by:</b> | NUM - Euroa                      |
| <b>Issue Date:</b>  | May 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](#)