

Position Description

Position Title:	Administration Assistant – Clinical Services Administration and Clinical Staff Unit
Reports to:	Executive Director – Clinical Operations
Department:	Nursing Administration
Directorate:	Clinical Operations
Cost centre:	P0652
Code & classification:	Grade 2 (HS2) or (HS18-HS20)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 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 provides proficient, professional administrative support to the Divisional Operations Directors (DOD's) in the Clinical Services Administration and also to the Divisional Clinical Directors (DCD's) and Clinical Directors (CD's) in the Clinical Staff Unit

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Organisation of various meetings relevant to the position, including preparation of agendas, taking of minutes, booking venue and catering (if required), inviting attendees to the meeting;
- Typing, photocopying and filing of correspondence as required;
- Process incoming and outgoing mail;
- Maintenance of relevant databases as required;
- Processing of conference/study leave applications including registration, accommodation and flights, as required;
- Collating, checking and estimating orders for Ambulance Victoria and non-emergency patient transport (Royal Flying Doctors);
- Ordering and maintenance of supplies in Clinical Services Administration and Clinical Staff Unit for the general administration area, as required;
- Maintenance of office equipment, ensuring that all equipment is fully functional, effective and efficient, meeting the needs of the area and arranging appropriate maintenance where necessary;

- Work in a flexible manner and perform additional duties as requested, as defined appropriate and within the capabilities of the person at the time;
- When required, manage time and attendance maintenance for the DOD's using Roster On.
- Ensure confidentiality is adhered to in all aspects of the role;
- Understand the reporting lines within GV health and have the ability to refer enquires and documentation onto the appropriate department;
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health; and
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

KEY SELECTION CRITERIA

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

Essential:

- Demonstrated high-level competency skills in a Microsoft environment utilising Microsoft Word, Excel, PowerPoint and Outlook software;
- Demonstrated clerical and administrative experience in a busy office environment;
- Excellent communication, organisational and interpersonal skills including demonstrated experience in liaising with a diverse range of people;
- Ability to maintain a high level of confidentiality and demonstrate professionalism at all times;
- Proficient in minute taking/ transcribing/ typing;
- Ability to maintain accurate database information and produce accurate reports;
- Ability to work effectively as a team member and also independently when required;
- Ability to use initiative;
- Pleasant and courteous customer service skills and telephone manner;
- Ability to manage demanding and changing workloads and prioritise within required timelines

Desirable:

- Relevant qualification/s in office administration or similar;
- Knowledge of both hospital and community environment including outside health organisations;
- Knowledge of medical terminology; and
- Previous experience working in the health industry.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of 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

ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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 collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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 and maintain all 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;
- Comply with requirements of the 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 Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

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 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.

Clinical Operations	Administration Assistant
Reviewed by:	Executive Director Clinical Operations
Issue Date:	November 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](#)