

# Position Description

<b>Position Title:</b>	Intake and Administration Support Officer
<b>Reports to:</b>	Program Manager – Rural Allied Health Team
<b>Department:</b>	Rural Allied Health Team
<b>Directorate:</b>	Community Care & Mental Health
<b>Cost centre:</b>	J5003
<b>Code &amp; classification:</b>	Grade 1 (HS1 – HS17)
<b>Employment conditions:</b>	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)

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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 Rural Allied Health Team (RAHT) operates from GV Health's CommunityHealth@GVHealth campus, 121-135 Corio Street, Shepparton.

RAHT services include Dietetics, Occupational Therapy, Physiotherapy, Podiatry, Social Work and Speech Pathology who are supported by an Intake Worker and Team Assistant (AHA/EN) positions. The RAHT provides services across the municipalities of the Greater Shepparton, the Shire of Moira, and the Shire of Strathbogie.

Services are primarily delivered under the Commonwealth Home Support Program (CHSP) and the State Home & Community Care Program for Younger People (HACC PYP).

The Intake & Administration Officer will function as a member of the interdisciplinary team with a multi-faceted role to provide a high standard of administrative assistance to the RAHT. The role is pivotal in assisting the RAHT to provide a responsive service ensuring all administrative requirements are processed in an efficient and timely manner.

In the RAHT the Intake & Administration Officer works under the guidance, direction and supervision of the team's Manager, Team Leader and Allied Health Professionals (AHP's).

The role primarily involves completing referral intake functions in addition to a range of administrative/ clerical tasks to further support the team.

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

## **RESPONSIBILITIES AND DUTIES**

### **The Intake and Administration Officer will:**

- Complete timely RAHT intake functions including referral registration, processing, documentation and data entry.
- Develop and maintain a thorough understanding of referral systems such as My Aged Care (MAC) and RAHT referral processes.
- Provide a timely, appropriate and accurate response to enquiries and requests from clients, families, RAHT staff and service providers.
- Provide a high standard of service that demonstrates a commitment to person-centred care.
- Assist in the administration of fee collection/payments and recovery.
- Provide timely and efficient administrative support across the RAHT.
- Maintain effective communication channels with clients, colleagues, internal and external service providers.
- Demonstrate the ability to work in a consistent and positive manner within the team to achieve client, team and organisational goals.
- Actively participate in the ongoing monitoring and review of the Intake & Administration Officer position/processes and further development of the role.
- Support quality improvement and service development initiatives.
- Support the delivery of services in accordance with the CHSP/HACC PYP/ NDIS and other relevant program guidelines.

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## **KEY SELECTION CRITERIA**

### **Essential:**

- Certificate or Diploma in Business Administration or demonstrated experience in business administration.
- Minimum 3 years experience working in an administration role, preferably in a health service.
- Demonstrated ability to work in a customer focused service environment with skills and experience in the delivery of timely, accurate and respectful customer interactions.
- High level of communication and interpersonal skills including listening skills and the ability to interact professionally with clients, staff and external agencies whilst maintaining high levels of confidentiality.
- Well-developed data entry and computer literacy including Microsoft Office programs (Word, Excel, PowerPoint, Publisher, Outlook), Internet and client information management/database systems.
- High level of written communication skills including the ability to formulate correspondence, education material and team documentation.
- Demonstrated ability to work unsupervised and also effectively as part of a team environment.
- Self-motivated with a high level of initiative, organisational and time management skills, an ability to prioritise tasks, and to use time effectively to meet deadlines.
- A Clear/Satisfactory result from the Disability Insurance Scheme Worker Screening Check.

### **Desirable:**

- Experience working in the intake and management of client referrals, including knowledge of My Aged Care and medical terminology.
- Experience working with Allied Health staff /services
- Familiarity with fee collection and invoicing processes.
- Experience working with older people, people with a disability and their carers and people with complex needs.
- Demonstrated ability to be flexible and responsive to change.

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## KEY PERFORMANCE INDICATORS

**Your performance will be measured through your ability to successfully:**

- Undertake work within scope of practice and adhere to code of conduct.
- Action incoming referrals and required intake functions within 3 days.
- Complete documentation in line with RAHT requirements and GV Health documentation policy.
- Provide responsive, professional, respectful and courteous customer service at all times.
- Provide timely feedback to RAHT Manager and staff members regarding progress and completion of set tasks.
- Complete fee and invoicing requirements as per RAHT guidelines.
- Complete data reports within agreed timeframes and requirements.
- Accurate recording of data where required for client and non-client statistics.
- Complete meeting minutes and distribute within the required timeframe
- Maintain 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework and RAHT / CHSP /HACC PYP/ NDIS training and education requirements.
- Attendance and active participation at meetings
- Maintain 100% attendance and participation in supervision sessions.
- 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.
- The Administration and Intake Officer may also be required to support the administrative work of other workers, such as the Team Assistants and Allied Health professionals, when required. Other tasks may also be delegated as deemed appropriate by the Program Manager and within the capabilities of the person at the time.
- 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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## 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 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;
- Provide a trauma informed and healing aware approach;

- 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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**Community Care & Mental Health**

**Intake and Administration Support Officer**

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**Reviewed by:**

Eilish Hobbs

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**Issue Date:**

January 2026

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## 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](#)