

Position Description

Position Title:	Administration Officer - Accommodation
Reports to:	Accommodation Manager
Department:	Hotel Services
Directorate:	Corporate Support Services
Cost centre:	R1502
Code & classification:	Grade 2 (HS2, HS18-HS21)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and their 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 Accommodation Administration Officer coordinates, oversees and/or performs a wide variety of administrative support across all streams of the Accommodation Department under the direction of the Accommodation Manager. This involves a wide range of support tasks which contribute to the provision of an effective, efficient service to the clients/patients of Goulburn Valley Health

RESPONSIBILITIES AND DUTIES

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

- Work as part of a client focused team to achieve departmental goals.
- Understand and operate within organisational reporting lines.
- Ensure the accommodation GuestPoint Program data is accurate and up to date
- Ensure the Accommodation key register is up to date and all keys/ swipes accounted for
- Prepare and provide reports as required
- Report to Accommodation Manager any issues relating to dealings with staff or real estate agents
- Liaise with Medical Workforce regarding accommodation requests
- Liaise with staff who are entitled to accommodation as part of their contract, to determine accommodation requirements
- Assist staff with sourcing properties by referring to appropriate real estate websites
- If required research properties available that meet staff requirements
- Liaise with real estate agents to inspect properties, if required
- Liaise with real estate agents and staff to sign lease documentation

- Attend at properties and real estate agents for inspections/meetings and collection of keys and/or documentation when required
- Ensure all documentation relevant to tenants' responsibilities is current and signed before tenancy
- Ensure conditions reports are completed and returned within timeframes required by real estate agents
- Prepare relevant accommodation documentation and ensure execution by staff
- Advise finance monthly of rental payments to be made to real estate agents
- Advise payroll of staff pay deductions for rent and invoices
- Ensure services are maintained at properties and invoices paid on time including Utility Bills
- Cleaning of a room/property as required or as directed by the Accommodation Manager
- Ensure invoices are reimbursed via staff payroll deductions
- Ensure properties are returned to real estate agents at end of lease in a condition that meets the terms of the lease
- Ensure maintenance issues raised on residential properties owned or leased solely by GV Health are dealt within a timely manner
- Ensure staff are aware of their vacate responsibilities and assist with organisation of preferred cleaners, gardeners and carpet cleaners
- Ensure accommodation properties for doctors rotating through GV Health are maintained and cleaned ready for occupancy within the time frames required
- Ensure invoices are coded correctly authorised and forwarded to finance before the due date
- Conduct random reviews of staff payroll to ensure all staff deductions are conducted as per instructions
- Notify payroll and finance when to cease payment of rents and payroll reductions
- Raise requisitions for purchasing and replacement of items for GV Health properties
- Conduct visual inspections of properties prior to vacate by tenants to ensure cleanliness and readiness for return to real estate agents
- Ensure all records pertaining to Accommodation are accurate and up to date
- Provide up to date handover to work colleagues in Hotel Services when going on leave etc.
- 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 on services to clinical areas
- Inspection of properties prior to occupation by a resident, ensuring that the keys work, house/room has been cleaned plus adequate supplies of linen, towels, and kitchen appliances are present. Any damage to the property or furniture and electrical goods should be noted and reported to the Accommodation Manager.
- Spot audits on GV Health held properties checking for any damage plus ensuring that the keys to both the property and/or rooms are still in working order.

KEY SELECTION CRITERIA

Essential:

- Post-secondary education/Vocational education qualification in Administration or related field
- Advanced computer skills with the capacity to learn new software packages
- Current Driver's License
- Flexible approach to hours of duty
- Excellent communication skills both written and verbal
- Strong personal organisation skills, with attention to detail and the ability to manage competing

- priorities whilst maintaining accurate data and deadlines
- Experience in maintaining a large database
- Demonstrated ability to multi skill
- Ability to work unsupervised
- Evidence of full immunisation against Covid-19 and 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 working with real estate agents and dealing with rental properties

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful achievement of:**

- Ensuring payment from tenants are made on time
- Payroll deductions are completed
- All costs are apportioned to tenants, departments as appropriate
- Properties are occupied according to all legislative requirements
- Attendance and active participate at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Educational Framework
- Active participation in the performance and development review process
- Note: 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 to this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s)

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.

Corporate Support Services

Administration Officer - Accommodation

Reviewed by:

Wayne Foran

Issue Date:

August 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](#)