

Position Description

Position Title:	Administration Assistant
Reports to:	Administration Team Leader – Waranga Health
Department:	Waranga Health
Directorate:	Clinical Operations
Cost centre:	R1013
Code & classification:	Grade 1A – Grade 1 (HS1A- HS14-HS17)
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 role of the Administration Assistant is to efficiently and effectively operate and manage the Waranga Health administration area in a manner that supports the provision of patient, resident and client focused quality services and promotes harmonious working relations with staff and visitors to the campus. The Administration Assistant will report to Administration Team Leader.

RESPONSIBILITIES AND DUTIES

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

- Model and promote the vision, mission and values of GV Health
- Receive and manage invoices for all departments, collect payments for community and other programs, prepare monthly reports for GV Health finance department and lodge electronic claims e.g. Department of Veterans' Affairs, as required.
- Communicate relevant information to management, staff, patients, residents, visitors and external stakeholders
- Ensure patient, resident, clients and employee confidentiality is maintained 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, residents, clients, staff and visitors without delay
- Liaise and communicate with peers and management
- Ensure good personal presentation and professionalism at all times
- Ensure correct maintenance of petty cash systems
- Receive and manage invoices

- Prepare letters, submission and other documents as requested
- Appointment scheduling
- Maintain all files, records and statistical information as requested
- Take and record minutes of meetings and prepare agendas
- Order/receive and unpack supplies.
- 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 notify staff when leaving station
- Admit and discharge client/residents as per procedure
- Ensure photocopier, printer and fax machines are maintained and well stocked
- Ensure all relevant documentation including patient/resident records are maintained, stored and archived according to legislative requirements
- 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
- Carry out duties as per the relevant duty routines
- Demonstrate a trauma aware and healing informed approach in provision of care and services

KEY SELECTION CRITERIA

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

Essential:

- Relevant qualifications (business administration or office management) and/or previous experience delivering administrative and office systems in a professional services environment
- Previous experience in a customer service role
- Demonstrated ability to organise and prioritise tasks within required timelines with minimal supervision under conditions of competing demands and changing workloads
- Demonstrated knowledge and proficiency in utilising Microsoft windows applications
- Excellent communication and interpersonal skills including demonstrated experience in liaising with a diverse range of people
- Capacity to interact professionally with staff and consumers and maintain a high level of confidentiality and demonstrate professionalism at all times
- Ability to work effectively as part of a team and to be flexible within a multi-disciplinary team environment

Desirable:

- Experience using a computerised patient management system (e.g. VITAL)
- Experience in a ward/clinical environment
- Familiarity with medical terminology

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;
- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process

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:	Director of Nursing - Waranga
Issue Date:	October 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](#)