

Position Description

Position Title:	Administration Support Officer
Reports to:	Director – Information Services
Department:	Health Information Services
Directorate:	Finance, ICT & Information Services
Cost centre:	P0202
Code & classification:	Managers and Administration Officers Grade 4 (HS4)
Employment conditions:	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)

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 oversees health information processes including clinical documentation management. A key focus of the position is the management and ongoing review of clinical forms design to ensure documentation supports clinical workflows, regulatory compliance, and best practice standards.

The Administration Support Officer will play a critical role in a major organisational project to replace the current digital scanned clinical record. This includes contributing specialist health information expertise to system selection, workflow design, data migration, change management, staff engagement, and implementation activities. The role works closely with clinical, digital health, and corporate stakeholders to ensure the new solution meets clinical, legal, and operational requirements and supports future models of care.

RESPONSIBILITIES AND DUTIES

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

- Lead and oversee clinical forms management, including the design, review, standardisation, approval, and version control of paper and electronic forms to support safe clinical practice and compliance.
- Contribute specialist Health Information Management expertise to the major project replacing the current digital scanned clinical record, including:
 - Data quality, record integrity, and medico-legal considerations
 - Governance, policies, and standards relating to the new system
 - Testing, implementation planning, and go-live support
- Collaborate with clinical, digital health, ICT, and corporate stakeholders to ensure health information requirements are clearly defined and met.

- Support change management activities associated with system transformation, including communication, risk management, and staff engagement
- Ensure compliance with privacy, confidentiality, and release of information requirements.
- Provide leadership, supervision, and support to health information staff, including performance

KEY SELECTION CRITERIA

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

Essential:

- Excellent analytical, conceptual and problem-solving skills
- Advanced Excel and Word skills
- Excellent attention to detail, thoroughness and follow through
- Excellent interpersonal skills and an ability to work in a team environment
- Well-developed written and verbal communication skills.
- Previous leadership or supervisory experience.

Desirable:

- Experience or participation in large-scale organisational change initiatives.
- Experience in change management and business process redesign.
- Clinical experience working with patient information will be highly regarded
- Experience with contemporary reporting solutions
- Experience working with i.PM patient administration system is an advantage

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Clinical forms reviewed and updated in accordance with the approved forms governance framework and review schedule.
- New or revised forms approved and implemented within agreed timeframes (e.g. 4–6 weeks from request, unless project-dependent).
- Reduction in duplicate, non-standard, or obsolete forms.
- Positive feedback from clinical stakeholders regarding usability and clarity of redesigned forms.
- Forms catalogue maintained with accurate version control and accessibility.
- Health Information deliverables for the project completed on time and to agreed quality standards.
- HIM requirements clearly documented and embedded in:
 - System design
 - Clinical documentation workflows
 - Data migration and retention plans
- Risks relating to record integrity, and data quality identified, mitigated, and escalated appropriately
- Successful participation in system testing and go-live activities, with no critical HIM-related issues unresolved at implementation.
- Effective collaboration with Digital Health, ICT, and clinical teams as evidenced through project milestones and stakeholder feedback

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.

Finance, ICT & Information Services

Administration Support Officer

Reviewed by:

Acting Director Information Services

Issue Date:

April 2026

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](#)