

Position Description

Position Title:	Administration Officer Mental Health
Reports to:	Health Information Manager – Mental Health
Department:	Health Information Clerical Services
Directorate:	Finance, ICT & Information Services
Cost centre:	H8503
Code & classification:	Administrative Workers Grade 2, Years 1 – 5 (YC89; AK14 – AK17)
Employment conditions:	Victorian Public Mental Health Services Enterprise Agreement 2025 – 2028 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 Administration Officer – Mental Health performs a wide range of clerical tasks to assist in the provision of an efficient, effective and highly confidential health record service at GV Health. This role includes provision of clerical, administrative and reception support to the Goulburn Valley Area Mental Health Service and Wanyarra Inpatient Unit and functions within the Mental Health – Health Information Management team. The Administration Officer is also responsible for data entry as required, collection and coordination of patient paperwork, scanning and quality checking of scanned records, authorised release of information and various other administrative procedures relating to the clinical record at GV Health.

The responsibility of the Administration Officer – Mental Health is to ensure patients are registered appropriately, paperwork is available for treatment and good customer relations are maintained with patients, visitors and health care professionals. This role has a particular focus on data integrity in the form of accurate and timely data entry. Staff will be required to work public holidays when rostered and be available to assist in covering leave. The Administration Officer is required to assist in the training of new staff members.

RESPONSIBILITIES AND DUTIES

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

- Assisting in the effective running and co-ordination of clerical support functions across all aspects of MH HIS and the Inpatient Unit
- Ensuring all patient information is accurate and up to date
- Liaising with nursing, medical and mental health professionals to ensure timely entry of data with high accuracy

- Timely processing of Mental Health Act paperwork and data processing on the CMI/ODS and other relevant patient information systems to ensure the GV Health Mental Health Service complies and meets the MHT statutory and reporting requirements of the Mental Health Act 2014
 - Checking and locating records for completed patient episodes
 - Responding to requests for information from internal and external service users
 - Correcting and updating data on the Patient Administration System
 - Preparing records for attendances as required, and ensure all completed paperwork is returned to MH-HIS in a timely manner
 - Maintain confidentiality and security of all health information
 - Answer and follow-up telephone and personal enquiries and liaise with internal and external stakeholders including patients/clients as required
 - Liaise with MH-HIS staff and clerical staff regarding incomplete or deficient paperwork
 - Scan, review and quality check digital images
 - Merging duplicate records as required
 - Assist in the training of new staff as required
 - Respond to all emergency codes efficiently as per procedures
 - Work harmoniously with other team members to achieve service delivery excellence and achieve team goal
 - Carry out duties as per the relevant duty routines
 - 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
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KEY SELECTION CRITERIA

Essential:

- Demonstrated ability to organise tasks and environment with minimal supervision and under condition of competing demands
- Ability to work effectively as part of a team and to be flexible within a multidisciplinary team environment
- Ensure attention to detail when performing manual or repetitive tasks
- Demonstrate effective computer and IT skills
- Capacity to interact professionally with staff and consumers and maintain high levels of confidentiality and patient privacy
- Ability to be courteous and demonstrate respectful behaviour in all interpersonal interactions

Desirable:

- Minimum Certificate III in Business Administration or equivalent
 - Demonstrated experience using computerised patient management system (e.g. VITAL)
 - Previous experience in customer service role
 - Familiarity with Medical Terminology
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Attendance and active participation in the development of the department services, including participation in team meetings, relevant working parties, and committees as required and assist with the training of new staff
 - Work in a flexible manner and perform additional duties as required, as defined by the appropriate manager, HIS and within the capabilities of the person at the time
 - Achieve the required throughput and quality level in scanning and quality checking – these requirements may change from time to time when equipment and/or processing
 - 100% compliance with training requirements as outlined in the GV Health Education Framework
 - Active participation in the Performance and Development review process
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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.
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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 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 Officer Mental Health
Reviewed by:	Health Information Manager – Mental Health
Issue Date:	May 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](#)