



POSITION DESCRIPTION

POSITION TITLE	Community Care Administration Support Officer
DEPARTMENT	Community Care
REPORTS TO	Director Community Care
DIRECT REPORTS	Nil
AWARD	Health and Allied Services, Managers and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
CLASSIFICATION	HS1
DATE OF CREATION/AMENDMENT	February 2024
CREATED/AMENDED BY	Director Community Care

“Caring for Our Community”

POSITION OBJECTIVES

This position will work collaboratively with the relevant community care teams to support with administrative and operational support services to employees, contractors, patients, residents, volunteers and visitors of REDHS. The position will work across the community care division and support with reception services, scheduling and community care projects / initiatives as required.

RESPONSIBILITIES & PERFORMANCE INDICATORS

- Support with planning and implementation of community care projects and initiatives.
- Support with leave cover for reception and home care scheduling teams as required
- Provide administrative support services to other areas of the Health Service including community care projects and initiatives, as required
- To provide relief and support to other Administrative Support roles at REDHS during periods of planned and unplanned leave or high activity i.e. accreditation.
- Be responsible for the development and maintenance of office systems that allow effective administration support to REDHS teams.
- Assisting with the ongoing improvement of our systems and processes to ensure efficient and effective delivery of services to customers.
- Assist in the updating and maintenance of the Administration divisional Procedure Manual, defining roles, tasks and responsibilities.
- Participate in the ongoing development, revision and implementation of policies and procedures as appropriate to role.
- Prepare Agendas and act as Minute Taker to REDHS committees and meetings as and when required
- Be responsible for face-to-face, phone and email enquiries, direction of visitors and contractors, scheduling services as required and booking of REDHS meeting/function rooms, fleet cars and laptops.
- Provide support and assistance with accurate Community Care appointment fee collection including Medicare and HICAPS claims, receipting and REDHS daily banking and reconciliation processes.
- Creating, maintaining and archiving of digital and on-paper medical records as required and provision of records to REDHS staff.
- General administration support including typing and distribution of minutes, photocopying, stationery and consumable ordering for the Community Care and Executive teams.
- Participate in communication activities including newsletters and updating of social media where required.
- Maintain a professional approach and provide information and assistance to employees,

contractors, patients, residents, clients, volunteers, visitors, carers, other service providers, organisations and the community consistent with REDHS values.

- To comply with the REDHS Code of Conduct.
- At all times promote good interpersonal relationships both within and outside the Organisation.
- To communicate effectively within multidisciplinary team.
- To manage the workload distribution with the teams in community care.
- Planning their own work schedule, within limits, and adapting their schedule to the needs of the work area, including provision of clinic-related administrative tasks.
- Participating in the development of a collaborative team approach to administrative support services.

QUALIFICATIONS / SKILLS

Essential:

- Demonstrated experience in Administration, scheduling and/or project support
- High standards of professionalism, ethics, confidentiality and discretion.
- Capacity to organise and prioritise own workload within established routines, policies, procedure and guidelines.
- Proven ability to be reliable and to work and solve problems independently and as part of a multi-disciplinary team.
- Capacity for maintaining a high degree of accuracy and quality.
- Ability to work under pressure whilst demonstrating flexibility as to be able to manage competing deadlines.
- Computing skills - Competent intermediate level across Microsoft suite including Word, Excel, PowerPoint, Access, Publisher, Outlook and Internet.
- Highly developed organisational skills, attention to detail and accurate data entry skills.
- A current driver's licence.
- A current and satisfactory National Police Certificate, Working with Children Check and NDIS Worker Screening Check.

Desirable:

- Experience in a Health Service or similar environment
- Understanding of medical terminology
- Qualification and/or experience in project management desirable but not mandatory

KEY SELECTION CRITERIA

- Demonstrated experience in Administration and/or scheduling
- Highly developed organisational skills, attention to detail and accurate data entry skills.
- Knowledge or experience in project related roles
- Demonstrated high standard of professionalism, ethics, confidentiality and discretion.
- Demonstrated capacity to organise and prioritise own workload within established routines, policies, procedure and guidelines.
- Proven ability to be reliable and to work and solve problems independently and as part of a multi-disciplinary team
- Demonstrated capacity for maintaining a high degree of accuracy and quality.
- Ability to work under pressure whilst demonstrating flexibility as to be able to manage competing deadlines
- Computing skills - Competent intermediate level across Microsoft suite including Word, Excel, PowerPoint, Access, Publisher, Outlook and Internet,

NDIS WORKER SCREENING CHECK

This role has been identified as a "risk assessed role" under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all employees are required to notify REDHS via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OCCUPATIONAL HEALTH SAFETY & WELLBEING

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of his or her own health and safety, to comply with REDHS' Occupational Health and Safety policies and procedures and to participate in appropriate safety education and evaluation activities. To look out for the health and safety of others in the workplace; follow safe work practices; report hazards and injuries; participate in agency health promotion initiatives and support healthy lifestyle choices for staff.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montosorri actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURAL GOALS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual

differences

- H Hospitality** Receiving and treating all people in a warm, friendly, generous way
- S Sustainability** Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

All staff are required to provide a current Police Records Check and Working With Children Check prior to commencement.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name (please print): _____

Signature: _____ Date: _____