

## POSITION DESCRIPTION

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<b>Position Title:</b>	Administration Assistant Northern Health Support at Home.
<b>Business Unit/Division:</b>	Hospital Without Walls
<b>Award Agreement:</b>	Health & Allied Services Managers and Administrative Workers
<b>Classification:</b>	HSU2
<b>Employment Type:</b>	64 hrs/fortnight- Fixed term
<b>Reports to:</b>	Manager Northern Health Support at Home
<b>Date Prepared/Updated:</b>	04/08/2025

### General Role Statement

As a member of the Northern Health Support at Home (SaH) program administration team contributes to the effective, efficient and compliant functioning of NHSaH to achieve the most positive participant and service outcomes.

## ORGANISATIONAL OVERVIEW

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### Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

**Our Vision:**

Creating a healthier future by working together, innovating and delivering great care.

**Our Values:**

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

## ROLE STATEMENT

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Northern Health Support at Home (NHSaH) assists people to remain in their own home and make choices about their long-term care and support. The service is based at the Bundoora Centre (BC) and Epping Private. The role will involve telephone support to participants and staff, data collection and maintenance, maintenance of records, communication with outside agencies, processing orders and invoices for purchased services and general office duties

This position is responsible for:

- providing administrative support to the NHSaH Manager, Clinical Coordinators, and all Care Partners
- achieving and assisting staff to meet Key Performance Indicators of activities within NHSaH.

### All employees:

#### Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.
- A valid Aged Care Police check is required as per Aged Care Legislation, which will need to be renewed every three years at the employee's expense.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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### Professional

- Acknowledgement and adherence to the Code of Conduct for Aged Care.
- Understanding and compliance with the Aged Care Statement of Rights.
- Incorporation of new knowledge into current practice.
- Actively participates and contributes to NHSaH staff orientation.
- Provide back up administrative support within Northern Health as required.
- Contribute to and complete tasks and duties directed and within Key Performance Indicators.
- Assist in the development of procedures and maintaining them on PROMPT.
- Assist with the planning of meetings as required.
- Coordinate and maintain records of all stationery supplies and taxi cards.
- Distribute mail, faxes and other general office duties as required.

- Prioritisation of workload as directed, identifying any areas of improvement and advising the manager.
- Monitoring and updating of staff movement board.
- Other duties as directed by the Manager of SaH.
- Complete all administration end of month processes.

### **Strategic and Project Management Leadership**

#### **Financial**

- Accurately enter relevant participant information into appropriate data bases such as the patient management system, iPM, and CPF.
- Complete administration tasks related to admissions, discharges and participant classification level changes
- Check all required data has been collected by NHSaH staff and follow up any discrepancies.
- Approve and process invoices as per NHSaH process.
- Assist with the collection and correction of statistical data as required.
- Complete monthly NHSaH statistics for internal and external submission.
- Participate in auditing/surveys and collection of quality data as directed.
- Reporting quality issues and errors as required.
- Ongoing professional development in use of IT programs.

#### **Organisation-Wide Contribution**

- Assist in building and maintaining the NHSaH's provision of outstanding safe and high quality, participant directed, person centred, financially responsible support to our participants.
- Adopt a flexible and team-oriented approach to assist and support NHSaH program.
- Actively promotes the concept of responsive, reliable and high-quality service with participants and internal and external stakeholders.
- Positive promotion of the organisation and NHSaH internally and externally.
- Ensure patient record management meets all legal, professional and organisational standards.
- Comply with the "Strengthened Aged Care Quality Standards" and the "National Safety and Quality Health Service Standards" and participate in any Quality audits.
- Effective, appropriate and professional liaison with team members and others.
- Participation in team and other meetings as directed.
- Contribute to quality improvement and sustainability of the organisation by participating in quality activities and ensuring flexibility within the role in order to respond to the changing needs of our customers
- Provide flexibility and support to other Administration staff as required

#### **Diversity and Inclusion**

- Model behaviours of diversity and inclusion aligned with Human Rights values, the Age Care Code of Conduct and Statement of Rights, the Strengthened Quality Standards and Northern Health's Diversity Plan.
- Model team behaviour aligned with NH values, policy and procedures.
- Proactive approach to resolving workplace conflict in a professional manner and through correct organisational processes;

#### **Innovation and Culture Change**

- Embrace and incorporate changes to SaH Program.
- Work within current guidelines while maintaining compliance requirements.

## SELECTION CRITERIA

### Qualifications, Registrations and Qualities

#### Essential

- Excellent computer skills with knowledge of Microsoft Word, Outlook, Excel, and ability to learn new computer software programs (Health Smart, CPF, FMIS).
- Demonstrated ability and accuracy in carrying out administrative procedures.
- Demonstrated knowledge of medical record and finance systems.
- Excellent communication skills, both written and verbal.
- Demonstrated ability to work under pressure and establish priorities within one's workload.
- Demonstrated ability to work as a cohesive team member.
- Demonstrated commitment to high quality customer service.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.
- The successful applicant must not be on the Aged Care Banning List (regular checks will occur)

#### Experience

- An understanding of current policies and support systems that relate to the provision of service to older persons, with disabilities, including those from culturally and linguistically diverse backgrounds.
- A second language is desirable.
- Competence in the use of Client Management Software and My Aged Care.

### Knowledge, Skills and Behaviours

- Excellent communication skills, both written and verbal.
- Strong multi-tasking and organisational skills.
- Excellent customer service skills.
- Computer skills in Microsoft Word, Outlook.
- Team player

#### Employee Declaration

I  have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: