

POSITION DESCRIPTION

Position Title:	VVSC Administration Assistant
Business Unit/Division:	Victorian Virtual Specialist Consults (VVSC) Service
Award Agreement:	Award 10: Health and Allied Services Victorian Public Health Services Clerical Classification
Classification:	HS1
Employment Type:	Part Time Fixed Term (6 months)
Reports to:	VVSC Clinical Director VVSC Operations Director
Date Prepared/Updated:	September 2025

General Role Statement:

This role will support the expansion of the Victorian Virtual Specialist Consults (VVSC) service. This role requires you to effectively manage clinics, provide comprehensive customer service and administration support to the VVSC Admin Coordinators, nursing, medical, and allied teams, and our consumers. You will be required to document project activity in Northern Health and Victorian Virtual Emergency Department (VVED) administration systems to meet project governance needs and complete all aspects of patient booking processes including telephone duties using multiple computer systems.

ORGANISATIONAL OVERVIEW

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 Community Hospital
- 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 and,
- 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

The VVSC is an appointment-based consultation/advice service for GP's, seeking management advice from physicians experienced in providing care for complex patients and those with chronic conditions. The service operates out of the Epping campus of Northern Health. This role will support the expanding demand for virtual service delivery by assisting the current Virtual Services team with all aspects of administration

This position is responsible for:

- Providing high quality general reception and telephone answering services
- Registration of patients and referrals
- Collating referral information
- Updating referral and appointment information
- Delivery of accurate and timely allocation of appointments
- Retrieve results from third party as requested by clinician
- Follow up GPs/patients who do not attend their appointments
- Engagement work with GPs to encourage participation in co-consults
- Support in helping patients find and book in with GPs or specialists as required – liaison with our GP lead to ensure primary care needs are met whilst awaiting local care.
- Communication of information (investigation requests, prescriptions, documents) to patients
- Communication of clinical appointment correspondence to external clinicians and/or practices
- Work with the broader outpatient team and external providers to ensure the efficient and safe operations of service
- Support clinicians and patients using NH telehealth platform HealthDirect
- Monitor and review outpatient services data integrity by running audits and escalating appropriately
- Assist NH Specialist Clinics with planned appointment/waiting list management
- Available to work within the business hours of 8am – 6pm, Monday to Saturday
- Reviewing outstanding outcomes and liaising with treating clinician to resolve booking issues
- Provide high level customer service to staff, clinical staff, and patients
- Maintain a high level of privacy & confidentiality
- Manage and action patient correspondence
- Provide data for commentary on waitlists, appointments, referral outcome KPIs and clinic activity
- The Administration Assistant is required to be adaptable, multi-skilled, patient focussed and able to use of a number of computer systems
- Participation in cross-training and provide appropriate leave coverage
- Participation in relevant department meetings
- Participate in the training requirements of the department
- All general administration tasks as required

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.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Service Delivery

- Identify and address areas of improvement
- Assist in implementing new workflow practices
- Provide efficient, professional reception and customer service
- Prompt management of phone calls and emails
- Ability to allocate and maintain the use multiple platforms to create and support booking appointments and provide appropriate correspondence.
- Manage enquiries including telephone calls, televideo and written requests in accordance with department protocols and in line with the Northern Health Privacy/Release of Information policy.
- Undertake activities to ensure clinic workflows are efficient e.g. monitor and address simple workflow issues during clinic operation
- Enter and book, where relevant, dependent resources for appointment
- Work with clinical staff (VMOs/Nursing/AH) to contribute to the placement of patients on waiting lists, planned appointments, bookings for procedures etc.
- Monitor and record patient flow using the relevant computer systems
- Collect and correct information pertaining to the VINAH/Medicare data set. Work with data officers to correct errors prior to the VINAH/Medicare submission and work with relevant clerical and clinical team leaders to ensure that errors returned via the VINAH/Medicare are corrected
- Participate in the department's quality activities and initiatives
- Be actively committed to achieving KPIs
- Demonstrate flexibility in line with changing priorities and situations.
- Liaise with all clinical areas/roles in relation to service delivery compliance
- Work with clinical staff to contribute to the placement of patients on waiting lists, planned appointments, bookings for procedures etc
- Establish positive relationships with colleagues
- Establish and maintain excellent relationships with internal stakeholders across all levels in the health service to deliver high quality care to our patients.
- Contribute to departmental efficiency by effective utilisation of time and resources
- Utilise NH reporting portal to access and report on performances
- Prompt advice is to be provided to clinical staff and other stakeholders upon request
- Compliance with all mandatory training.
- Comply with the Code of Conduct
- Any other duties relating to the administrative aspect of VVSC as requested

Organisational Management

- Assist with improvement activities related to relevant processes
- Contribute to the delivery of seamless services to patients of ambulatory services at all Northern Health's sites by developing effective working relationships within the team.

Quality & Safety of Health Care

- Support the achievement of accreditation under the National Safety and Quality Health Care Standards
- Practice within the guidelines for the National Quality & Safety of Health Care standards.
- Contribute to quality improvement through participating in quality activities and projects.
- Participate in Safety and Quality education and training
- Undertake role activities in a manner that supports a safe environment, eliminating harm to patients and staff.
- Record and report all clinical and non-clinical incidents.
- Encourage utilisation of, and participate in, the patient complaint process as a means to improve the quality and safety of care.

Risk Management

- Utilise RiskMan software for the recording and reporting of all incidents and feedback.
- Contribute to patient safety and quality of care by:
- Implementing the Risk Management Policy and Framework within area/s of responsibility and ensure risk management strategies and processes are embedded into work practices
- Promoting a culture of risk awareness and ownership
- Managing and monitoring business, safety and operational risks within area/s of responsibility reporting key/emerging risks and opportunities to relevant Executive Director/ Director / Line Manager.
- Customer Service and Consumer participation
- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision.
- Exhibit customer service behaviours in all interactions with internal and external customers.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.

Training and Development

- Complete mandatory training relevant to the role and discipline.
- Participate in performance review including establishing and working toward achievement of a professional development plan
- Other training as directed by management

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Excellent computer skills
- Experience in a health/service-oriented environment
- Effective communication, problem solving and interpersonal skills
- Ability to set priorities and work autonomously
- Well-developed organisational skills
- Current Victorian Drivers Licence.
- 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.

- All Key Personnel under the *Aged Care Act 1997* and related legislation, must complete an annual Key Personnel Suitability Assessment, notify MyChecks@nh.org.au within 14 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations – added is if required from front page

Experience**Essential**

- Ability to deal with difficult matters in a professional manner at all times
- Able to work under pressure
- Demonstrate customer service skills including a strong customer focus

Preferred

- Previous experience with electronic patient booking systems
- Previous experience working with virtual services
- Knowledge of policies regarding the handling of confidential information

Knowledge, Skills and Behaviours**Essential**

- Ability to work autonomously
- Flexible to work hours /days within operating times
- Available to change rostered days/shifts with adequate notice to suit operational demands
- Prepared to learn new systems quickly and adapt as changes occur
- Ability to demonstrate a high level of accuracy and attention to detail
- Excellent personal presentation

Employee Declaration

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

(Please print name)

Signature:

Date: