

POSITION DESCRIPTION

Position Title:	Virtual Care Support Officer – virtual Pulmonary Rehabilitation Service (vPR)
Business Unit/Division:	Clinical Leadership Effectiveness and Outcomes Team (CLEO), Transformation, Quality and Safety Division
Award Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) Enterprise Agreement 2021- 2025
Classification:	HS2 – Level 1 to Level 5
Employment Type:	Permanent
Reports to:	Service Lead Virtual Pulmonary Rehabilitation Service
Date Prepared/Updated:	30/09/2025
General Role Statement:	

The Virtual Care Support Officer plays a key role in supporting the effective delivery of the Virtual Pulmonary Rehabilitation Service (VPR). The position combines administrative functions with digital health navigation, ensuring patients and carers can confidently access and engage with the My Health@Northern App, portal, and related digital care pathways. The role provides guidance and troubleshooting to enhance digital literacy, encourage activation and self-management, and ultimately improve health outcomes. Alongside this, the position undertakes a broad range of administrative duties including appointment scheduling, referral coordination, record management, correspondence, reminders, and equipment distribution.

Working collaboratively with allied health, medical, nursing, and CLEO staff, the Virtual Care Support Officer contributes to seamless, person-centred care and the smooth functioning of the service. A key focus of the role is reducing barriers to access, including supporting people with limited digital literacy, patients from culturally and linguistically diverse communities, and those experiencing inequities in digital access. The role requires adaptability, attention to detail, and a commitment to maintaining high standards in both patient support and administrative processes. By supporting digital equity, promoting safe and secure use of technology, and aligning with Northern Health's Outcomes for Impact strategy, the position enables safe, efficient, and innovative virtual healthcare delivery.

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 personcentred 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 Virtual Care Support Officer is responsible for providing high-quality clerical, administrative, and patient navigation support to ensure the efficient and effective operation of the Virtual Pulmonary Rehabilitation Service (VPR). Central to the role is helping patients and carers engage with the My Health@Northern App, portal, and associated digital care pathways. This includes onboarding, troubleshooting, and encouraging use of digital tools that support health education, appointment reminders, patient-reported measures, and remote monitoring to improve safety, outcomes, and overall experience of care.

In addition, the position undertakes a wide range of administrative responsibilities including scheduling appointments, coordinating referrals, managing patient records, handling correspondence, reminders, and equipment distribution. The role may also provide basic technical support to staff using digital health pathways. By maintaining strong administrative standards and offering responsive support, the position ensures that VPR operates smoothly across both hospital and community settings.

The Virtual Care Support Officer works as part of a multidisciplinary team and collaborates closely with administrative colleagues, allied health professionals, medical staff, nursing staff, and CLEO to deliver coordinated, person-centred care. A core component of the role is ensuring equitable access by assisting patients with varying levels of health and digital literacy, supporting those from culturally diverse backgrounds, and helping to bridge digital access gaps. The position also requires competence in privacy, data accuracy, and secure use of evolving digital platforms.

As the service grows, the role may extend across Northern Health sites or into hybrid models of virtual care. The position contributes to continuous improvement, quality assurance, and the refinement of digital health pathways, supporting Northern Health's leadership in innovative care models, digital transformation, and outcomes that matter most to patients.

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

Role Specific:

- Responsible for onboarding, registering, and supporting patients and carers in using the *My Health@Northern App* and associated digital care pathways and technologies.
- Provide technical support and guidance to patients experiencing difficulties with digital care tools.
- Provide technical support for staff using digital care pathways, including troubleshooting and training as required.
- Support the VPR Service with virtual reception, clerical, and administrative duties to ensure efficient service delivery.
- Responsible for scheduling and coordinating virtual appointments, digital assessments, and reviews in a timely and efficient manner.
- Communicate appointments, reminders, to patients and referrers using telephone, text, or digital messaging systems.
- Compile daily clinic and virtual care lists, ensuring accuracy across all service sites.
- Manage patient records, confidential information, and digital documentation in line with privacy and data security standards.
- Support management of unattended appointments, cancellations, and rescheduling processes.
- Assist with billing and accounts management in accordance with relevant funding and Medicare requirements.
- Coordinate the ordering and management of office supplies, consumables, and equipment essential for delivering services and digital technologies to patients.
- Provide support to colleagues, including the development of procedural administration documentation and workflow processes.
- Contribute to development and management of VPR service templates and liaise with relevant internal and external stakeholders to support service delivery.
- Participate in departmental meetings, reporting, and quality improvement initiatives.
- Contribute to continuous improvement of service methodologies and standards of practice, focusing on quality assurance and patient experience.
- Ensure the safety, privacy, and comfort of patients participating in virtual care programs.
- Actively participate in professional development and ongoing education relevant to digital health and administrative functions.
- Undertake other duties as directed by the VPR Service Lead, CLEO Director or other senior staff.

Leadership

- Actively engage in the wider multidisciplinary team, promoting team work and respect.

Strategic and Project Management Leadership

- Actively participate in team meetings.
- Participate in regular staff development activities.
- Support the accreditation process to achieve and maintain accreditation.
- Support and participate in strategic initiatives and quality improvement initiatives across Northern Health.
- Contribute to quality improvement through identifying areas for improvement, developing solutions (as part of a multi-disciplinary team) and monitoring progress and performance after project completion.

Organisation-Wide Contribution

- Comply with Legislation, Northern Health By-Laws, Regulations, Policies and Procedures including those relating to: Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace, Equal Employment Opportunity (EEO), and Use of Social Media.
- Promote a culture of risk and “safety first” awareness and ensure risk management strategies and processes are embedded into work practices.
- Demonstrate by example, adherence to and role modelling of the Northern Health values and Staff Code of Conduct.
- Practice within the guidelines and support the achievement of accreditation under the National Safety and Quality Health Care Standards.
- Participate in Safety and Quality education and training as required across Northern Health.
- 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.
- Ensure equipment is maintained and replacement planned in accordance to NH policies and procedures.
- Support budget development and ensure financial management consistent with the NH delegations policy.
- Facilitate and participate in team communication and decision-making strategies that support the Unit’s and organisation’s objectives.
- Ensure all activities comply with Northern Health policies and procedures and contribute to the development and update of policies and procedures as required.
- Actively engage in performance development and self-directed learning and achieve annual performance development goals.
- Participate in performance review including establishing and working toward achievement of a professional development plan.
- Ensure patient record management meets all legal, professional and organisational standards.
- Encourage utilisation of, and participate in, the patient experience process as a means to improve the quality and safety of care.
- Complete mandatory training relevant to the role and discipline.

Diversity and Inclusion

- Conduct self in a way that is respectful of others.
- Support achievement of Northern Health’s Cultural Responsiveness Plan.
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity.
- Utilise patient and carer feedback to inform the delivery of person-centred care

Innovation and Culture Change

- Actively engage in organisational change and transformation processes.
- Promote a culture of person-centred care.
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure.
- Display an innovative mind-set.

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Cert. III or IV in Business/ Medical Admin or equivalent.

- Demonstrate a high level of proficiency and competence in the use of computer and software products, particularly word processing and databases.
- Demonstrate a high level of digital confidence with apps, devices, and systems, and ability to assist others in building digital literacy.
- Highly motivated and reliable with strong time management skills
- Excellent interpersonal skills, including the ability to build rapport and have the ability to explain digital tools and health information clearly to patients and carers.
- Empathy, patience, and respect in supporting patients from diverse backgrounds.
- Demonstrated ability to support people with low digital literacy, low health literacy, or other access barriers in engaging with digital health tools.
- Commitment to equity, inclusion, and culturally safe care, with experience supporting patients from culturally and linguistically diverse communities.
- Competence in managing data entry, digital documentation, and privacy requirements to ensure secure and accurate use of health information systems.
- Adaptability and confidence in using new and evolving digital platforms, with the ability to train or guide others.
- High level of professionalism, integrity and sensitivity to confidentiality and privacy.
- Demonstrated ability to work independently and achieve team objectives and results within set timeframes.
- Experience in a healthcare environment.
- 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.

Desirable

- Experience with billing in accordance with Medicare Australia and National Funding Model requirements.
- Experience with higher office duties (I.e. Completion of timesheets, stock management and ordering).
- Ability to travel between Northern Health campuses if needed.
- Understanding of value-based healthcare principles and the role of digital health in improving access, outcomes, and equity.

Knowledge, Skills and Behaviours**Knowledge of:**

- Digital health tools, virtual care platforms, and patient portals.
- Healthcare administrative systems, appointment coordination, and record-keeping.
- Privacy, confidentiality, and data security requirements.
- Person-centred care, health literacy, and accessibility considerations.

Skills:

- Clear, empathetic communication with patients, carers, and staff.
- Competence with digital tools, apps, and office software.
- Organisational, time-management, and multitasking skills.

- Problem-solving and troubleshooting for digital and administrative issues.

Behaviours:

- Person-centred, empathetic, and culturally sensitive.
- Professional, respectful, and collaborative.
- Flexible, adaptable, and proactive in service improvement.
- Committed to continuous professional development.
- Maintains integrity, confidentiality, and ethical standards.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: