

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
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

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.

Essential:

- 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.

POSITION DESCRIPTION

Position Title:	Endoscopy Administrative Support
Business Unit/Division:	Surgical Services
Award Agreement:	Health & Allied Services, Managers & Administrative Workers
Classification:	Administrative Worker HS2
Employment Type:	Part Time
Reports to:	Endoscopy Services Coordinator
Date Prepared/Updated:	October 2025

ROLE STATEMENT

General Role Statement:

The Endoscopy Administrative Support role is responsible for providing essential clerical and administrative support to the Endoscopy and Gastroenterology Service at Northern Health.

The waiting list for Endoscopy at Northern Health has grown significantly over the past 2 years, with demand significantly exceeding supply. A substantial number of patients are waiting longer than clinically recommended for an endoscopy procedure, including the most urgent Category 1 patients. The Endoscopy Administrative Support role will be instrumental in providing the clerical assistance required for the assessment of these patients, the referral of these patients to alternative healthcare pathways such as Gastrointestinal Ultrasound and Physiotherapy, clinical auditing of the waitlist, the establishment of a Complex Endoscopy Assessment Clinic and the establishment of a digital care pathway.

Working within a busy and dynamic environment, this role is responsible for accurate and timely booking and scheduling of patients, maintaining electronic records and documentation, managing referrals and correspondence, supporting the establishment of a Complex Endoscopy Assessment Clinic and supporting the daily operational requirements of the service.

This role plays a key role in liaising with patients, clinicians and internal departments to support the smooth flow of patients through the clinical pathway ensuring a positive patient experience and compliance with relevant policies, procedures and Planned Surgery/Endoscopy access guidelines.

The Endoscopy Administrative Support role contributes to a culture of teamwork, professionalism and continuous improvement. The role requires attention to detail, strong communication skills, the ability to prioritise competing demands, and a commitment to providing safe, kind and effective care.

This position is responsible for:

- Provide accurate and efficient clerical and administrative support to the Gastroenterology and Endoscopy Service.
- Maintain accurate and up to date patient information in electronic medical record systems and relevant databases.
- Assisting to liaise with patients regarding their availability for their appointments.
- Compile, cross-reference and send all correspondence pertaining to the management of all patients.
- Manage incoming referrals, correspondence and phone enquiries in a timely and professional manner, ensuring clear and effective communication with patients, clinicians and other departments.

- Liaise with nursing staff, medical staff, allied health staff, clerical colleagues and other stakeholders to support smooth patient flow and timely service delivery.
- Assist with auditing, reporting and data collection activities to support service improvement and compliance requirements.
- Action any follow up as required.
- Refer all patients who require clinical input to the relevant nursing and/or medical staff for follow up.
- Utilise and book interpreters' services as required.
- Document all phone and email enquiries from patients and medical staff and follow up as required.
- Contribute to a positive team culture by demonstrating professionalism, adaptability, and a commitment to teamwork.
- Participate in training, meetings and quality improvement activities as required.
- Promote a high standard of customer service.
- Ensure all work is undertaken in accordance with organisational policies, procedures, privacy legislation and workplace health and safety requirements.
- Other duties as assigned to support the Gastroenterology and Endoscopy Service.

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

Leadership

- Coordinate the dissemination of any and all relevant information via SMS, email and post daily.
- Ensure the timely and accurate data management of all patients.
- Actively manage, prioritise and disseminate all patient and medical staff enquiries.

Strategic and Project Management Leadership

- Continually assist in developing and improving the efficiency of attaining the departmental and project KPI's whilst ensuring optimal outcomes for all patients.

Organisation-Wide Contribution

- Participate in quality improvement activities in Gastroenterology/Endoscopy and throughout the organisation.
- Function effectively as a member of the healthcare team.
- Act as a role model by providing the highest standard of patient service.
- Adhere to all aspects of confidentiality in regards to patients, staff and other personnel.
- Appropriately and promptly escalate all issues of concern.
- Undertake all mandatory training as required.
- Comply with all By-Laws, Regulations and Policies that are in place at Northern Health.
- Contribute to improving patient safety and maintain Northern Health's accreditation status by being familiar with the National Safety and Quality Health Service Standards and Criteria.
- Ensure patient incidents are recorded on Riskman, appropriately investigated and corrective actions taken where required.
- Follow the guidelines provided in the Code of Conduct for staff at Northern Health.

Diversity and Inclusion

- Commit to the principles of Person-Centered Care by embedding these principles in all elements of service provision.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff.
- Interact professionally and positively with all staff, patients and families, and visitors avoiding any personal bias or intolerance.
- Ability to communicate effectively and appropriately with all staff, patients and families, including those of diverse cultural and language backgrounds.

Innovation and Culture Change:

- Remain active, engaged and responsive to organisational needs.
- Promote a unit culture of optimism, empathy, innovation, encouragement, learning and creativity.
- Ensure the vision, purpose and values of the organisation is understood and integrated into daily practice.
- Demonstrate commitment to organisational change.
- Continuously evaluate system and process efficiency and improvement opportunities.

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Demonstrated high level customer service skills.
- Highly developed interpersonal and communication skills.
- Excellent time management skills and a well-developed ability to prioritise workload.
- Well-developed telephone etiquette and technique.
- Ability to deal with a high volume of phone calls and emails.
- Proven ability to work well in a team environment.
- Excellent problem-solving ability
- Excellent self-direction and motivation.
- Ability to communicate and assist with people from various backgrounds within the community.
- Advanced computer and keyboarding skills.

- 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

Experience

- Minimum 3 years' experience in a hospital based clerical role.

Knowledge, Skills and Behaviours

- Demonstrated high level written and verbal communication skills.
- Advanced assessment, problem solving, critical thinking, time management and organisational skills.
- Demonstrated ability to practice collaboratively as a part of the multidisciplinary health care team.
- Demonstrated ability to be innovative, resourceful and adaptive to change.
- Ability to work autonomously and as part of a team.
- Computer literacy, especially ipm, EMR, Microsoft Word, Microsoft Excel and Outlook.
- Knowledge of medical terminology.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date:

Template 2:

Roles which have additional responsibilities under the 2024 Aged Care Act and/or 2013 NDIS Act

Examples of such roles include:

- Board Chair
- Board Member
- Chief Executive
- Chief Financial Officer
- Chief Nurse Midwifery Officer
- Chief Operating Officer
- Executive Director, Mental Health
- Executive Director, People & Culture
- Divisional Director, Community Hospital & Specialists Clinic
- Divisional Director, Sub Acute & HWW
- Director of Nursing Bundoora
- Director of Nursing Older Adults Mental Health
- Director of Nursing Kilmore
- Associate Director, Community Therapy
- Associate Director, Community Programs
- Nurse Unit Manager Support at Home
- Nurse Unit Manager, Caladenia
- Nurse Unit Manager, Daniela Hostel
- Nurse Unit Manager, IBNH
- Nurse Unit Manager, Mclellan House
- Nurse Unit Manager, Merv Irvine

Why this is required:

Under the Aged Care Act 2024 and other related legislation, organisations are legally obligated to ensure that all *Key Personnel* are suitable to be involved in the provision of aged care. This includes completing an annual digital suitability assessment form which will be emailed to Key Personnel and ongoing monitoring of any changes in circumstances. These requirements exist to strengthen governance, accountability, and the protection of people receiving aged care services.

If you are unsure if this relates to your area, please liaise with your Manager/Executive Director to ensure you are using the correct PD template.

This is not monitored by the Talent Acquisition Team.

Please delete this first page.

Only edit from page 11 onwards.

Please upload the position description file only in Word format onto SuccessFactors.

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- All *Responsible Person* under the *Aged Care Act 2024* or *Key Personnel* under the *2013 NDIS Act*, must complete an annual Suitability Assessment, notify MyKPRP@nh.org.au within 5 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.

POSITION DESCRIPTION

Position Title: <insert here>

Key Personnel/Responsible Person: Yes

Business Unit/Division: <insert here>

Award Agreement: <insert here>

Classification: <insert here>

Employment Type: <insert here>

Reports to: <insert here>

Date Prepared/Updated: <insert here>

ROLE STATEMENT

General Role Statement:

<insert here> xxx

This position is responsible for:

- Xxx

All employees:

Quality, Safety, Risk and Continuous Improvement

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KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- XXX

Strategic and Project Management Leadership:

- XXX

Organisation-Wide Contribution:

- XXX

Diversity and Inclusion:

- XXX

Innovation and Culture Change:

- XXX

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- XXX

Experience:

- XXX

Knowledge, Skills and Behaviours:

- XXX

Employee Declaration

I

(Please print name)

have read, understood and accept the above Position Description.

Signature:

Date: