

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
- 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.
- 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:	Administrative Officer – HOPE Program.
Key Personnel/Responsible Person:	Yes
Business Unit/Division:	Northern Area Mental Health Service
Award Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020-2024
Classification:	YC89
Employment Type:	Part Time 0.6ft Fixed Term Contract Maternity Leave Potential for ongoing permanent 0.4ft.
Reports to:	HOPE Program Manager.
Date Prepared/Updated:	September 2025

ROLE STATEMENT

General Role Statement:

The Hospital Outreach Post Suicide Program (HOPE) is a multidisciplinary team of Clinicians, Psycho social Support Workers and Carer/ Consumer Peer Support Workers and Consultant Psychiatrist. HOPE program collaboratively delivers up to 12 weeks practical support and evidence based therapeutic interventions to address the unique social, economic, historical and environmental factors that have contributed to, or continue to contribute to, a consumer's suicidality.

The role of the HOPE Administration Officer is to contribute to the administrative function and duties including but not limited to data entry, records maintenance, receptionist and general administration are carried out efficiently and effectively.

This position will entail working business hours on a roster.

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This position is responsible for:

- The role of the HOPE Administration Officer is to oversee the administrative function and duties including but not limited to data entry, records maintenance, receptionist and general administration are carried out efficiently.
- This position will entail working business hours on a roster.

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:

- Demonstrated capacity for initiative and an ability to work appropriately with limited direction.
- Relevant experience and ability to provide a broad range of administrative and intermediate level keyboard support functions including word processing and database entry.

Strategic and Project Management Leadership:

- Support service development by contributing to relevant quality improvement activities in line with Northern Health's strategic directions.

Organisation-Wide Contribution:

- Work collaboratively with colleagues across all Northern Health teams.
- Participation in line management, orientation and support to staff.
- Continue to learn through mandatory training and other learning activities.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

Diversity and Inclusion:

- Provide culturally safe, inclusive and remain respectful that values the diverse backgrounds and identities of consumers, families and staff.
- Contribute positively to team culture, team dynamics and collegiality.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential**

- Excellent communication skills including the ability to relate appropriately and professionally when receiving consumer phone calls, with staff and management of the service.
- Competent application of the Microsoft Office Suite package.
- Ability to work effectively both in a team environment and work independently/unsupervised.
- Demonstrable initiative and flexibility in an evolving team/program.
- Understanding of the requirements for consumer and staff confidentiality.
- Display a strong team ethic and a willingness to provide and receive support where required.
- Have an affinity to learn quickly and effectively with an attention to detail.
- Familiarity with a range of computer software packages e.g. Outlook, Excel, Word, CMI, Local systems e.g. CPF, CMI, EMR, FMIS, TEAMS and iPM.
- 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 if required from front page**

Experience:

- Demonstrated 3 plus years' experience with administrative function, duties and telephone reception or switchboard.

Knowledge, Skills and Behaviours:

- Ensure the Health Record is maintained in compliance with all relevant statutory requirements standards and guidelines – includes timely preparing, scanning, tracking, searching and retrieval of health records.
- Use the state-wide mental health, hospital and local information management systems efficiently and appropriately (CMI, iPM, CPF, FMIS, TEAMS).
- Ensure reconciliation between state-wide mental health, hospital and local information management systems in accordance with network policy.

- Collate and maintaining KPI and performance data as directed by manager.
- Ensure approved databases are accurate and current
- Maintain storage areas ensuring adequate supplies of approved forms are available.
- Comply with Northern Health confidentiality requirements
- Carry out scanning of relevant information into consumer's medical record.
- Provide a customer-focused reception function to consumers, staff and visitors of the service, ensuring they are attended to in a courteous and professional manner.
- Provide an efficient switchboard function for the Northern Area Mental Health Service, including answering all incoming calls promptly, attending to the efficient re-direction of calls, and ensuring that messages are taken accurately and received by relevant staff in a timely manner.
- Minute taking.
- Photocopy/collate/fax information as necessary.
- Clear and distribute incoming faxed information consistently throughout the day.
- Arrange Interpreter appointments as appropriate.
- Work co-operatively with other administration/reception staff – including relieving staff on breaks or leave.
- Promote a consumer-focused team approach to continuously improve work processes and participate in quality improvement activities
- Order and maintain stationery and staff room supplies as necessary
- Ensure that the waiting/reception area/rooms are tidy.
- Ensure office cars are checked and log books are updated as required.
- Advise the Program Manager/Site Manager of reports submitted to Reception relating to the servicing and repair of the building infrastructure and equipment.
- Assist with orientation of new administration staff members to administrative procedures. Provide encouragement, guidance and support to ensure new staff are sufficiently trained to integrate into the community administration team
- Assist with orientation of new staff to administrative responsibilities and procedures supporting staff processes and reporting requirements.
- Report hazards, near miss and incidents without delay to ensure workplace, consumer and personal health and safety is maintained.

Employee Declaration

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

(Please print name)

Signature:

Date: