

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:	Administration Officer
Business Unit/Division:	Mental Health Division – Merri-bek Community Team
Award Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020–2024 / Victorian Public Health Sector
Classification:	YC89
Employment Type:	Part time ongoing
Reports to:	Community Team Manager
Date Prepared/Updated:	December 2025

ROLE STATEMENT

General Role Statement:

Within the Northern Health - Mental Health Division, the Merri-bek Community Mental Health Team provides a comprehensive range of psychiatric services to people who reside in the local government areas of Moreland and Hume.

The Community Team provides intensive quality mental health services to adults experiencing serious mental illness requiring assessment, treatment and care and co-ordination services within an integrated model. The community team also provides the Police and Clinician Emergency Response (NWPACER) service to the areas of Hume and Moreland in collaboration with local Victorian Police services. The team utilises a Recovery focussed, bio-psychosocial service delivery framework in providing services in collaboration with consumers, carers, and other clinical and support services. Specialty profession specific services are also provided.

The Administration Officer is integral to the community team in ensuring administration tasks and duties are carried out efficiently and effectively. These include, but are not limited to, data entry, records maintenance, database management, receptionist and general administration. The Administration Officer may also have duties related to collating data for team KPI's, auditing, support to manager with rostering systems and the recruitment process and general support to staff regarding local IT issues.

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

Organisation-Wide Contribution:

- Ensuring approved databases are accurate and required data is entered accurately and in a timely manner including but not limited to consumer registrations, opening and closing Case/Episodes, entering clinical review and referral data, entering wellbeing scales and contact data.
- Use the statewide mental health, hospital and local information management systems efficiently and appropriately (CMI, iPM, CPF)
- Ensuring reconciliation between statewide mental health, hospital and local information management systems in accordance with network policy.
- Collate and maintain KPI and performance data as directed by manager.
- Ensuring 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.
- Processing and assistance with Mental Health Tribunal paperwork as required.
- Processing and assistance with other Mental Health portfolios
- Comply with confidentiality requirements
- 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 team, 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.
- Respond promptly and calmly to emergency situations by complying with current policy and procedures including requirements documented in the local Emergency Management Plan
- Receive, sort, distribute and re-direct internal and external mail.
- Minute taking
- Photocopy/collate/fax information as necessary including clearing fax throughout the day
- Arrange Courier services and Interpreter appointments as appropriate
- Contribute positively to team culture and team dynamics
- Ensure that the waiting/reception area/ interview rooms are tidy
- Other duties as directed by the Program Manager which could include data auditing, support with rostering and recruitment processes
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all Northern Health teams.
- Continue to learn through mandatory training and other learning activities.

Diversity and Inclusion:

- Support achievement of Northern Health's Cultural responsiveness plan
- Demonstrate the Northern Health Values

Innovation and Culture Change:

- Contribute to the ongoing development and maintenance of a therapeutic environment and a collaborative team atmosphere.
- Promote a friendly, respectful and collaborative environment within the Community Team and across the Mental Health Division

SELECTION CRITERIA**Qualifications, Registrations and Qualities:****Experience:**

- Previous experience providing reception and administration duties in a hospital/health setting workplace desirable
- Demonstrated experience with telephone reception or switchboard
- Relevant experience and ability to provide a broad range of administrative and intermediate level keyboard support functions including word processing and database entry
- Competent application of the Microsoft Office Suite package

Knowledge, Skills and Behaviours:

- Ability for liaison, collaboration and negotiation with other service providers, consumers and carer groups and other community agencies.
- Demonstrated experience and skill in working as a member of a multi-disciplinary team.
- Highly developed written and verbal skills.
- Show flexibility, initiative and a willingness to share knowledge from past experiences to improve the service.
- An appropriate level of conceptual and analytical ability in the resolution of issues and day to day problems. For example, the ability to make judgemental decisions when making appointments, handling phone or personal enquiries and screening incoming mail.
- Excellent communication skills and inter-personal skills including the ability to relate appropriately and professionally with clients, staff and management of the service
- Ability to prioritise and determine workload priorities
- Ability to work effectively both in a team environment and work independently/unsupervised
- Understanding of the requirements for 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

Employee Declaration

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

Signature: Date: