

## ORGANISATIONAL OVERVIEW

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### 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.



## POSITION DESCRIPTION

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<b>Position Title:</b>	Administration Clerk, Ian Brand Residential Care
<b>Key Personnel/Responsible Person:</b>	Yes
<b>Business Unit/Division:</b>	Health Information Services (HIS)/Office of the CFO
<b>Award Agreement:</b>	Health & Allied Services Managers and Administrative Workers
<b>Classification:</b>	HS21 grade 5
<b>Employment Type:</b>	18 hours a fortnight
<b>Reports to:</b>	Nurse Manager Ian Brand Residential Care
<b>Date Prepared/Updated:</b>	12/02/2026

## ROLE STATEMENT

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### General Role Statement:

The Administration Clerk is responsible for the clerical, administrative and reception duties of the facility. As the first point of contact for staff, patients and visitors to the facility, they are to be courteous and respectful at all times while maintaining privacy and confidentiality.

Administration Clerks interact with internal and external departments to ensure efficient and effective processing of patient admissions, discharges, transfers and appointments.

Administration Clerks are responsible to the Nursing Unit Manager for clerical practices and procedures, leave co-ordination and professional development.

### This position is responsible for:

- Completing tasks - photocopying, printing and general filing as required;
- Perform stationery and stock replenishment including ordering (not casual staff), unpacking and distribution of;
- Collect, sort and deliver mail daily;
- Answer telephones and provide accurate and appropriate information, ensuring patient confidentiality;
- Compile admission packs;
- Collect relevant statistics as required;
- Attend Staff or other meetings as required;
- Provide administrative support for allocated meetings including agenda's, meeting minutes and distribution to committee members as required;
- Liaise with Nurse Unit Manager/Nurse In Charge with workload demands on issues that arise;
- Provide administrative support for the clinical ward staff;
- Coordination of petty cash & resident personal trust accounts;
- Any other duties as listed in the Ward Clerk Standard Operating Procedures or as directed by the Nurse Unit Manager.

### 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

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### Leadership:

- Obtain current and accurate registration information from patients on admission and update where required;
- Maintain i.PM (Patient Administration System) & Manad Plus (Resident Administration & Clinical System) to ensure accurate and timely (as soon as notified) recording of patient and ward data;
- Ensure admission paperwork is organised and stored in appropriate folders and supplies of patient identification labels are maintained for current inpatients;
- Timely and accurate completion of the Discharge Process procedure;

### Strategic and Project Management Leadership:

- Support Nurse Unit Manager in implementing strategic and project initiatives.

### Organisation-Wide Contribution:

- Meet and direct staff, patients and visitors in the facility
- Ensure discharges are sent to HIS for scanning daily and within 48 hours of discharge;
- Ensure stock of current healthcare record forms by actioning any form updates on the day the communication is received via monthly emails;
- Assist with engineering maintenance requests via Asset Plus as directed;

### Diversity and Inclusion:

- Coordinate Interpreter bookings as required;
- Promote diversity and inclusion for the Northern Health community.

### Innovation and Culture Change:

- Promote a culture of risk and safety-first awareness.

## SELECTION CRITERIA

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### Qualifications, Registrations and Qualities:

- Minimum Secondary Education up to Year 10
- 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:

- Certificate III or IV in Business/Medical Administration or equivalent
- Current Victorian driver's license

### Experience

#### Essential:

- Experience in a receptionist or customer service role
- Demonstrated ability to problem solve and prioritise workload
- Demonstrated ability to work independently as well as collaboratively as part of a multidisciplinary team
- Good communication and interpersonal skills
- Skilled in Microsoft Office suite of software

#### Desirable:

- Have knowledge of medical terminology or administrative experience in a healthcare setting
- Understanding of confidentiality and privacy requirements
- Experience with i.PM computer programs or other Patient Administration Systems
- Experience with a scanned healthcare record system
- Knowledge and experience using an electronic rostering system.

### Knowledge, Skills and Behaviours:

The Administration Clerk will:

- Be flexible and adaptable to change
- Have a strong customer service focus in all interactions
- Have excellent organisation and time management skills
- Be attentive to detail
- Be a positive team player
- Be supportive, courteous and respectful with all communication encounters
- Have demonstrated ability to manage under pressure
- Ensure patient privacy and confidentiality is maintained at all times
- Raise issues or concerns with your manager in a timely manner
- Feedback any suggestions or process improvements to your manager.

Employee Declaration

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

(Please print name)

Signature:

Date: