

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:	Clinical Assistant, Virtual Emergency Department
Business Unit/Division:	Division of Virtual Services
Award Agreement:	Health & Allied Services Managers and Administrative Workers
Classification:	HS1
Employment Type:	Casual, Permanent Part-Time
Reports to:	GP Clinical Assistant Lead & Deputy Director VED
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

This role provides a suite of administration support for the Virtual Emergency Department (VED) in order to assist in the smooth running and management in line with the NH vision, our commitment, legislative and regulatory requirements and quality standards to a benchmark of best practice.

The position will be rostered to work weekdays, weekends and public holidays throughout the year, in 4–6-hour shifts between 8am to 2am. Preference will go to candidates who can work weekday, daytime hours.

This position is responsible for:

- Monitoring registrations on the VED registration platform and reconcile with the Electronic Medical Record (EMR) and the telehealth platform (HealthDirect) to ensure registered consumers have correctly joined their consult
- Identifying and support callers who have registered but have not managed to join the telehealth link.
- Identifying callers who have used old links to join the telehealth consult and have not been registered on EMR.
- Following up missing administrative details from patients including Medicare numbers and email addresses
- Collecting history from RACF callers prior to their clinical consult
- Assisting with data collection for auditing and quality purposes

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:

- Brings confidence to the role, and strong influencing capability
- Demonstrates high level communication and interpersonal skills

Strategic and Project Management Leadership:

- Is innovative, resourceful and adaptive to change
- Ability to implement, evaluate and sustain change

Organisation-Wide Contribution:

- Contribute to a culture of caring, teamwork, continuous improvement, constructive performance review, quality work standards and client service
- Ensure adherence to organisational standards and mandatory requirements

Diversity and Inclusion:

- Fosters a culture that recognises and promotes the importance of patients and community in the provision of best care, and the role that community providers play in health care.
- Ensure service provision is guided by evidence-based and culturally safe incorporating the diverse needs of all individuals. This is especially important for those from LGBTQI+, Aboriginal and Torres Strait Islander, and culturally and linguistically diverse populations.

Innovation and Culture Change:

- Participate in ongoing service improvement initiatives and activities.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Strong communication skills
- Reliable and punctual

- Adaptable and flexible thinking
- Proactive
- Ability to work well within a team
- Current National Police and Working with Children History Check.

Experience:

- Experience working in a healthcare environment

Knowledge, Skills and Behaviours:

- Demonstrated ability to cope under pressure
- Demonstrated ability to multitask
- Demonstrated ability to prioritise workload
- Ability to apply problem solving techniques to problems as they arise

In addition, the VED Administration assistant will

- Be available for a minimum of 4 hours per week
- Shifts can be conducted remotely after initial orientation to the role
- Own technology to be used if choosing to work remotely
- If working remotely, must be able to ensure professional and private environment.

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: