

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 Clerk Community Access
Business Unit/Division:	Hospital Without Walls
Award Agreement:	Health and Allied Services
Classification:	HS1
Employment Type:	Full Time Permanent
Reports to:	Team Leader Admin – Community Access
Date Prepared/Updated:	21/05/2026

General Role Statement:

The Community Access Service manages referrals for Community Services across Northern Health. The role of the Community Access Clerical worker is to ensure that the referrals are processed and managed in a safe, effective and efficient way ensuring clients can access services in a timely manner.

This position is responsible for:

Demonstrating a high level of competence and performance in all the clerical and administration processes and tasks under the direction and support of the clerical supervisor, including but not limited to:

- 1) Registration of patient demographic information into the appropriate IT application
- 2) Registration of the patient referrals into the appropriate IT application
- 3) Booking of patient appointment in the appropriate IT application
- 4) Rejections and/or Redirections of referrals
- 5) Communicate with patients, clients and carers regarding confirmation of information, and the scheduled appointments
- 6) Following instructions on referrals and performing appropriate outcome as directed by Clinical Co-ordinator/Triage Clinical or Clerical Supervisor
- 7) Successfully adhering to Client Data Management processors of labelling and loading of referrals into the Client Patient Folder
- 8) Undertake other associated administration duties as required within the service, or as directed by the Clinical Coordinator or Clerical Supervisor
- 9) Prioritisation of work load following allocation and direction from Clerical Supervisor or Clinical Coordinator
- 10) Maintain accurate administration practices and entry of patient information into the appropriate IT Applications
- 11) Ensure appropriate correspondence sent to referrers and patients regarding referral outcomes
- 12) Photocopying of any resources or material required in the department
- 13) Collection and delivery of mail to the appropriate areas

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

- Work positively within the team to achieve team objectives and service excellence
- Provide support to clinical staff including generating and sending correspondence and provision of information
- Complete accurate & timely collection of statistical information as directed
- Utilise HMS, CPF and any other relevant databases to maintain data accuracy, monitor client lists and key performance indicators
- Update the information on patient management systems and generate specialised reports as required which may include forecast reports, invoice reports and other reports directed.
- Assist with ensuring and maintaining high level of data integrity, including ensuring data has been collected by clinical staff and that data complies with reporting requirements
- Maintain and store data and client information in a manner that is consistent with the Privacy Act and Northern Health/departmental policies and procedures
- Ensure that professional conduct is maintained at all times and ensure confidentiality on all issues in relation to the organisation, clients and colleagues
- Comply with the organisation's values in all aspects of the undertakings of the role
- Contribute to and ensure activities performed within the service area are focused on and responsive to the needs of our consumers

Strategic and Project Management Leadership

- Complete mandatory training relevant to the role
- Maintain own knowledge in use of relevant databases for example after database upgrades
- Participate in performance review including establishing and working toward achievement of a professional development plan
- Participation in continuing education activities
- Remain informed about current practice
- Accept responsibility for continuing own professional development identifying needs or seeking direction in identifying needs to maintain expertise & currency with health care trends & professional practices

Organisation-Wide Contribution

- Support the achievement of accreditation under the National Safety and Quality Health Care Standards
- Practice within the guidelines for the National Quality & Safety of Health Care standards.
- Contribute to quality improvement through participating in quality activities and projects.
- Participate in Safety and Quality education and training as relevant to the role
- Undertake activities in a manner that supports a safe environment, eliminating harm to patients and staff.
- Record and report all clinical and non-clinical incidents.
- Participant in the patient complaint process as a means to improve the quality and safety of care.
- Utilise RiskMan software for the recording and reporting of all incidents and issues.
- Report key/emerging risks and opportunities to the CTS Management

Diversity and Inclusion

- Comply with Legislation, Northern Health By-Laws, Regulations, Policies and Procedures including those relating to; Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace, Equal Employment Opportunity (EEO).
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed.
- Discriminatory practices, including sexual harassment, are unlawful. The health service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.
- Exhibit behaviours consistent with Our Commitment and Code of Conduct.

Innovation and Culture Change

- Exhibit customer service behaviours in all interactions with internal and external customers.
- Provide accurate and timely information to patients, carers, service providers and staff in an efficient and courteous manner
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- A commitment to Northern Health values: Safe, Kind, Together
- Current National Police and Working with Children History Check.

Experience

- Proficiency in use of the suite of Microsoft Office and experience specifically manipulating Microsoft Excel
- Demonstrated ability to work as a cohesive and supportive team member.
- An understanding of current policies and support systems that relate to the provision of services to people with a disability, including those from culturally and linguistically diverse backgrounds.

Knowledge, Skills and Behaviours

- Demonstrated ability and accuracy in carrying out administrative procedures.
- Demonstrated ability to problem solve and investigate issues, and to identify appropriate solutions
- Demonstrated continued professional development in activities related to the role, for example data entry practices, learning new software programs and customer service programs
- Demonstrated ability to prioritise work load and show flexibility performing various clerical tasks in a busy environment
- Effective time management skills, with the ability to balance competing priorities
- Demonstrated ability to maintain a courteous and friendly customer focused manner when communicating with patients/carers, staff, referrers, visitors and the general public
- Demonstrated commitment to service improvement

Employee Declaration

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

(Please print name)

Signature:

Date: