

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.



POSITION DESCRIPTION

Position Title:	Physiotherapy Administration Assistant
Business Unit/Division:	Physiotherapy/Allied Health
Award Agreement:	Victorian Public Health Sector - Health and Allied Services, Managers and Administrative Workers Single Interest Enterprise Agreement
Classification:	HS2
Employment Type:	Part time, fixed term (55.72 hours until June 2027)
Reports to:	Physiotherapy Clinical Leader – Advanced Practice Physiotherapy (APP) Physiotherapy Clinical Leader - Acute Associate Director Allied Health – Physiotherapy and Exercise Physiology
Date Prepared/Updated:	July 2026

ROLE STATEMENT

General Role Statement:

The Physiotherapy Administration Assistant will assist the Physiotherapy Clinical Leaders for APP and acute streams, and the Associate Director by undertaking assigned administrative and support tasks. The role encompasses effective coordination of administration tasks, including determining work priorities and meeting deadlines, as well as exercising self-direction and flexibility.

This position is based at The Northern Hospital Epping site however the incumbent may be required to work and travel between the various Northern Health sites on occasion. There is opportunity for part of the position to be performed working from home.

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

Role Specific:

- Perform administrative duties as delegated and directed by the Clinical Leaders and Associate Director.
- Provide administrative support to the recruitment process, including; uploading positions onto recruitment platform; organise interviews; onboarding of staff (arranging IT access, badges, new staff communication etc).
- Assistance with rostering process and staff payroll follow up queries.
- Assist in the collation of data and information for reports and projects, including KPI dashboard; mandatory training; forms, policy and procedures.
- Develop and distribute correspondence, minutes and agendas and provide meeting support as needed.
- Coordinate meetings, forums and other appointments as required
- Where appropriate, liaise with external and internal individuals and organisations on behalf of the Clinical Leaders and Associate Director.
- Word-processing and formatting/preparing large reports and submissions
- Formatting & standardising approved patient resources/content
- Book venues for meetings
- Book and set up AV equipment for meetings
- Order stationery and equipment as directed by the Associate Director and Clinical Leader.
- Provide support of physiotherapy promotional activities
- Timely preparation and processing of invoices, reimbursements and sundry debtor requests
- Prepare and maintain Excel spreadsheets
- General Administration functions (scanning, binding, faxing, etc)
- Other duties as directed by Physiotherapy Leadership team
- Use own initiative and good judgement in relation to prioritisation of demands, demonstrating prompt attention and sense of action relating to urgent matters

Leadership:

- Demonstrate the skills needed to lead in practice
- Be actively engaged in all aspects of the job, with a strong sense of teamwork, collaboration and ownership
- Lead by example, offer to assist with tasks outside of immediate portfolio as the need arises.

Strategic and Project Management Leadership:

- Contribute to quality improvement and sustainability of the organisation by ensuring flexibility within the role in order to respond to the changing needs of our customers

Organisation-Wide Contribution:

- Comply with all of the By-Laws, Regulations and Policies that are in place at Northern Health from time to time, including those relating to; Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Harassment in the Workplace.
- Comply with all relevant Legislation

Diversity and Inclusion:

- Contribute to a culture of consumer participation by ensuring that activities within the area of responsibility are inclusive of and responsive to the needs of our consumers.

Innovation and Culture Change:

- Support a culture of active contribution to the work of Northern Health
- Be lifelong learners

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

- Driver's Licence

Experience:

- High level of proficiency using Microsoft Office programs (Outlook, Teams, Word, Publisher, Excel and PowerPoint)
- Experience in professional or academic writing and editing
- Demonstrated ability to manage hardcopy and electronic documents efficiently and effectively

Knowledge, Skills and Behaviours:

- Highly developed interpersonal and communication skills
- Highly developed skills in written communication
- Demonstrated accuracy and attention to detail
- Excellent time management skills and prioritisation
- Flexibility and adaptability
- Desire to learn new skills
- Ability to learn new digital systems and programs relevant to the role.
- Willingness to take on constructive/professional feedback
- Proven administration and organisational skills, including the ability to multi-task, prioritise and schedule work to meet deadlines in a busy environment.
- Demonstrated ability to liaise with members of staff and public at all levels in a professional, confidential and courteous manner
- Demonstrated ability to prioritise and manage a range of competing demands
- Commitment to working as a member of a team
- High level of problem-solving skills
- Ability to quickly learn and follow directions.

Desirable:

- Previous experience in an Administrative Assistant role
- Relevant qualification in Administration (Certificate IV or Diploma level)
- Experience working in a healthcare environment.
- Understanding of Physiotherapy/Allied Health services within a health care setting.
- Previous experience in a clinical role with administrative responsibilities also considered

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: