

POSITION DESCRIPTION

Position	Administration Officer – Urgent Care Centre
Division	Health Information Services
Classification	HS1
Enterprise Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2020-2024
Reports To	Clerical Supervisor
Direct Reports	Nil
Infection Control Risk Category:	B

Approved	Health Information Manager	Approval Date	June 2023
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PRIMARY OBJECTIVE (or purpose):

Portland District Health has a large Urgent Care Centre with over 10,000 presentations per year. In this role you will be the first point of contact for patients, their families and carers. Your focus will be in providing a warm and welcoming environment, whilst ensuring data integrity in patient registrations, admissions, discharges, and electronic health records. You will liaise with closely with nurses, doctors, and the Health Information team; contributing to an informed and safe healthcare journey for each patient.

PORTLAND DISTRICT HEALTH VISION: OUR COMMUNITY, YOUR HEALTH

VALUES

Wisdom	We use knowledge, experience and understanding to make the decisions that matter.
Compassion	We care about people – their safety matters above all else. Every person's need is different and is respected. Our service quality is second to none.
Courage	We are fearless and courageous in making things happen, embracing opportunities and creating solutions.

PDH CARE GOALS

Person-centred	People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.
Safe	Avoidable harm is eliminated.
Effective	The right care is delivered in the right way, at the right time with the right outcomes.
Connected	Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.

KEY ACCOUNTABILITIES

Key results Area	Key Activities	Performance Measures
Customer Service	<ul style="list-style-type: none"> Provide a frontline reception service for patients and visitors to the UCC Manage phone calls, messages, emails and faxes Direct, inform or respond as necessary to enquiries from patients, visitors and staff 	<ul style="list-style-type: none"> Feedback from patients, visitors and PDH staff
Administration	<ul style="list-style-type: none"> Maintain data integrity in patient registrations, admissions and discharges 	<ul style="list-style-type: none"> Patient details are current and accurate

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	<ul style="list-style-type: none"> • Input data into relevant registers • Invoice Medicare and 3rd parties for consultations • Receipting payments • Support training of new staff 	<ul style="list-style-type: none"> • Adherence to policies and procedures
Record Management	<ul style="list-style-type: none"> • Maintain efficient record keeping and document management in hard copy and electronically • Scan documents into electronic medical records 	<ul style="list-style-type: none"> • Compliance with PDH policy and procedures
Team work	<ul style="list-style-type: none"> • Ensure the vision, mission and values of the organisation are understood and integrated into daily practice • Develop and maintain positive working relationships with members of PDH staff • Demonstrate agreed behaviours and communicate effectively within your team • Role model a professional approach to education, interpersonal relationships, teamwork and communication for department/unit staff 	<ul style="list-style-type: none"> • Participation in annual staff appraisal • Staff satisfaction • 100% Compliance with mandatory competencies
Professional Development and Scope of Practice	<ul style="list-style-type: none"> • Demonstrate continual professional development and learning • Share knowledge willingly • Complete mandatory training and education 	<ul style="list-style-type: none"> • 100% Compliance with mandatory competencies • Participation in annual staff appraisal
Quality and Safety	<ul style="list-style-type: none"> • Work collaboratively with the Quality Team to implement improvement plans • Conduct audits as required and contribute to the development and implementation of actions to address deficits • Contribute to quality improvement activities within the department, in accordance with PDH policies to ensuring a high level of work quality • Maintain a safe and high quality environment at all times in accordance with PDH policies • Reports all incidents through Riskman • Ensuring staff follow PDH Infection Control policies, procedures and guidelines 	<ul style="list-style-type: none"> • Completes relevant audits and initiates actions • Contribution to Quality Improvement/Progress reports • Demonstrated use of the incident management system
Information Management	<ul style="list-style-type: none"> • Display and promote correct documentation techniques and initiates regular documentation auditing to ensure legal, professional and organisational standards are met and maintained • Abide by the PDH's requirements pertaining to appropriate Information Security and Information Management regulations and report an accidental or malicious breach of these regulations to the appropriate department 	<ul style="list-style-type: none"> • Ensures all information management meets the legislative requirements and organisational standards

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	<ul style="list-style-type: none"> • Ensure consumer information is accurate and only released in line with the Health Records Act requirements 	
Occupational Health and Safety	<ul style="list-style-type: none"> • Is familiar with and ensure that all appropriate actions are taken to implement OH&S policy and procedures and that legislative requirements are met within the service • Report any incidents or potential hazards in accordance with PDH policies and procedures including effective reporting via Riskman • Assist in the planning, development and implementation of OH&S measures • Demonstrate a commitment to health and safety in line with PDH's OHS policies, procedures, training requirements and legislative/regulatory requirements, driving a high standard for others to follow • Knows what to do in an emergency relevant to role 	<ul style="list-style-type: none"> • Participation in team meetings where key OH&S issues are discussed and resolved • Evidence of hazard and incident reporting using Riskman • Maintains compliance with mandatory OHS training requirements for both self and team
OTHER DUTIES		
	<ul style="list-style-type: none"> • Exhibits a commitment to PDH Values including team based above and below behaviours • Monitors own day to day performance against operational targets and strategic goals • Practice in accordance with the relevant health care or industry standards • Complies with family violence risk assessment and management activities aligned to the Multi-Agency Risk Assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS) legislative requirements and related PDH procedures. • Comply with all relevant PDH policies and procedures • Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness • Administrative support in other departments as required 	<ul style="list-style-type: none"> • PDH values modelled at all times • Demonstrated use of incident management system • Adherence to applicable health care or industry standards • Demonstrated completion of mandatory training • Adherence with PDH policy and procedures



KEY SELECTION CRITERIA – SPECIALIST KNOWLEDGE

QUALIFICATIONS -

DESIRABLE:

- Relevant Business or Administration certificate qualification

EXPERIENCE and/or SPECIALIST KNOWLEDGE -

ESSENTIAL:

- Experience in providing quality customer service in reception/frontline role
- Demonstrated computer literacy with accurate data entry
- Administration experience
- Demonstrated capacity to follow procedures, manage time and organise workload efficiently
- Willingness to learn and be receptive to feedback
- Ability to work positively and constructively with staff from a variety of professional backgrounds

DESIRABLE:

- Previous experience working in the health industry

Other requirements:

- Current employee police check
- Current evidence of immunisation history and serology results

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Portland District Health's discretion and activities may be added, removed or amended at any time.

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JOB DEMANDS CHECKLIST

Portland District Health endeavours to provide a safe working environment for all staff. The table below describes the demands and risk factors associated with this job. Applicants must review this information to ensure they can comply with these requirements. Successful applicants will be required to sign the acknowledgment at the end of the position description to confirm their ability to perform the job demands of this position.

Frequency definitions	
I = Infrequent	Activity may be required very infrequently
O = Occasional	Activity required occasionally, not necessarily all shifts
F = Frequent	Activity required most shifts, up to 50% of the time
C = Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A = Not Applicable	Activity not performed

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks	✓				
Walking	Periods of walking required to perform tasks			✓		
Bending	Forward bending from waist to perform tasks	✓				
Kneeling	Remain in a kneeling position to perform tasks	✓				
Lifting/Carrying	Light lifting and carrying	✓				
	Moderate lifting and carrying	✓				
	Assisted lifting (mechanical, equipment, person assist)	✓				
Climbing/Working at heights	Ascending and descending ladders, stools, scaffolding	✓				
Pushing/Pulling	Moving objects (eg: trolleys, beds, wheelchairs, diagnostic equipment, cleaning equipment)	✓				
Reaching	Arms fully extended forward or raised above shoulder to perform tasks	✓				
Crouching	Adopting a crouching posture to perform tasks	✓				
Foot movement	Use of leg and/or foot to operate equipment (or machinery)					✓
Head postures	Holding head in a position other than neutral (facing forward) to perform tasks			✓		
Fingers/Hand/Arm movement	Repetitive movements of fingers, hands and arms (eg: computer keyboard, computer mouse, touch screens)			✓		
Grasping/Fine manipulation	Gripping, holding, clasping with fingers or hands				✓	

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Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Driving	Operating a motor powered vehicle (eg: use of hospital cars to undertake duties, making deliveries, ride on mower, forklift, bus etc.)					√

Aspects of normal workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Shift work	Rotation of shifts on a rostered basis including day, afternoon or night			√		
Distressed people	Highly emotional people crying, upset, unhappy (eg: emergency or grief situations)		✓			
Aggressive/Unpredictable people	Raised voices, yelling, swearing and arguing (eg: people affected by drugs or alcohol, dementia, mental illness)		✓			
Exposure to distressing situations	(eg: Child abuse, delivering bad news, viewing extreme injuries, viewing deceased)		✓			
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE					✓
Noise	Prolonged and frequent periods of background noise levels which necessitates people raising their voices to be heard					✓
Biological hazards	Exposure to body fluids, bacteria, infectious diseases requiring PPE					✓
Cytotoxic hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation						✓

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Acknowledgement:

I acknowledge that I have received a copy of this position description and understand the requirements of this position. I agree to work in accordance with this position description.

As the incumbent of this position, I confirm I have read the job demands checklist as attached, understand its content, and agree to work in accordance with the requirements of this position.

I accept that the position description as stated above may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

EMPLOYEE NAME:		
EMPLOYEES SIGNATURE:		DATE:
MANAGER'S NAME:	[please complete]	
MANAGER'S SIGNATURE:	[please complete]	DATE: