

Position: Aged Care Services –Administration Officer
Visa sponsorship is NOT available for this role

EBA: Health and Allied Services, Managers & Administrative Officers – Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025

Classification: HS1

Working hours: Full-time or part-time will be considered

Basis of employment: Permanent

Location: Hamilton

Contact for enquiries: Emma Satchell, Aged Care Business Manager. Phone 55518189

Please do not send your application to this contact

How to apply: Online applications. Go to <https://wdhs.net/v2/home/careers/> then find the position by title or number and apply

ABOUT US

At Western District Health Service (WDHS) we pride ourselves on our strong teamwork and our shared commitment to providing person-centred high-quality healthcare to the Southern Grampians community. We encourage and celebrate diversity, inclusion and accessibility for our staff and visitors to our services and we are dedicated to living our values of: Integrity, Innovation, Collaboration, Accountability, Respect and Empathy.

With a population of approximately 10,000 and a catchment of 16,500, Hamilton is the regional centre of Victoria's Southern Grampians region and WDHS is the largest employer in the region. WDHS provides a comprehensive range of acute inpatient services, residential aged care and primary and community health services. To find our more information about WDHS you can visit <https://wdhs.net/v2/about-us/>.

The Greater Hamilton region is rich with lifestyle opportunities and facilities. Working for WDHS will enable you to pursue your profession, build your career and enjoy a great work/life balance. With the Grampians National Park and stunning beaches on your doorstep in Warrnambool, Port Fairy and Portland and wineries dotted in-between, a better lifestyle is waiting for you! To find our more information about the Greater Hamilton region you can visit <https://wdhs.net/v2/home/careers/community-information/>

Be Yourself - We value the unique backgrounds, experiences and contributions that our staff and visitors bring to our service. First Nations people, those identifying as LGBTQIA+, people of all ages, with disabilities and culturally and linguistically diverse people are encouraged to apply.

About the Role:

The Administration Officer is a pivotal role within the Community Services and Aged Care Services departments, assisting in the day-to-day administration tasks. The role will work across both teams to enable the smooth completion of tasks to ensure that both teams are operating efficiently.

Responsibilities and Duties

- Provide customer service excellence
- Act in a professional manner at all times and when dealing with internal and external clients
- Answer telephone calls and email enquiries
- Reconcile and manage invoice process for Home Care Packages
- Follow up outstanding invoices where appropriate for Home Care Packages
- Manage rostering of Home Care Package Health Care Workers
- Maintain and update Service Provider register
- Ensure all documentation is accurate and completed in a professional and timely manner

- Support the Community Services Rostering Coordinator as required to make changes to Community Support Worker rosters
- Provide administrative support to the Community Services Team Leader and Care Coordination Team Leader
- Filing (including electronic filing)
- Record and take minutes of meetings as requested
- Other duties as requested

About You:

- Qualification/s in administration preferred but not essential
- A positive attitude with excellent verbal and written communication skills
- Strong organisational skills with a demonstrated ability to prioritise work
- Outstanding accuracy, attention to detail and problem solving skills
- Ability to work in a complex work environment where sensitive information is treated with upmost confidentiality
- The ability to build strong working relationships
- A high level of proficiency in Microsoft Office programs

Benefits of Working with Us

Staff benefits

- Flexible working arrangements (full & part-time, contract) and option to purchase additional leave to support work/life balance.
- External professional development funding support after 12months
- Internal training and development opportunities to support professional and personal growth.
- Enterprise Bargaining Agreement based remuneration.
- Salary packaging including capped expenses (\$9,010), meals (\$2,600), novated vehicle leasing.
- Free on-site car parking
- Social club membership offering a range of events, functions and local community discounts.
- A culture which supports staff health and wellbeing including:
 - Green Bean Café on site at the Hamilton hospital
 - Discounted leisure memberships
 - Gym membership at corporate rates
- Access to Employee Assistance Program (EAP)

Other Requirements

- Current police check is required for this role
- Current driver's licence is required for this role

Occupational Health and Safety Responsibilities

All Western District Health Service employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure. Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees have a responsibility to comply with all relevant WDHS OH&S management system Policies, Procedures and programs. This includes the WDHS Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their Manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace;
- Follow safe work practices and use personal protective equipment as required;
- Participate in OH&S consultation and OH&S training initiatives;
- Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions;
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities;
- Don't wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk;
- Performing only those tasks for which they have received appropriate training and instruction;
- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace;
- Participate in emergency evacuation exercises.

INHERENT PHYSICAL REQUIREMENTS:

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things:

<u>1 Nursing / Patient Care Role</u>	<u>2. Maintenance / Hotel Services Staff Role</u>	<u>3 Clerical / Administration Role</u>
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general patient handling and clinical nursing duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ handling general and infectious waste, ▪ shift work in most roles 	<ul style="list-style-type: none"> ▪ generic maintenance work, working at heights ▪ generic out door work / pushing, pulling trolleys ▪ sitting, standing, bending, reaching, holding ▪ computer work ▪ general clerical, computer and some admin work ▪ use of personal protective equipment and handling ▪ handling general and or infectious waste, ▪ shift work in some roles 	<ul style="list-style-type: none"> ▪ sitting, standing, bending, reaching, holding ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys / filing, ▪ shift work in some roles

Note to all employees

- You must work within the policies, procedures and guidelines of WDHS
- You must participate in the WDHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- You must ensure that the affairs of WDHS, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of WDHS.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- A Performance Review will occur within three (3) months of commencement, then annually taking account of the key roles and responsibilities outlined in this Position Description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead.

APPROVALS	Name	Signature	Date
Divisional Head:			
Department Head:			
Employee:			

Position code: <i>People, Culture & Development use only</i>	
Date revised: <i>People, Culture & Development use only</i>	

When revised please forward electronic copy to:
People, Culture & Development Department [email: people.culture@wdhs.net](mailto:people.culture@wdhs.net)