

POSITION DESCRIPTION

	ADMINISTRATIVE ASSISTANT TO OPERATIONAL DIVISION
Department:	Support services
Classification:	HS4
EBA / Award:	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2021 – 2025
Primary Site:	Cross Campus
Employment Conditions:	<input type="checkbox"/> Vaccination Category A <input checked="" type="checkbox"/> Vaccination Category B <input type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
AWH VISION	
<i>"The Best of Health."</i>	
AWH VALUES	
<p>Patient and Client Focused, Ethical, Teamwork, Equity, Respect, Compassion, Accountability and Trust.</p> <p><i>Patient and Client Focused:</i> Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.</p> <p><i>Ethical:</i> Both in our clinical endeavour and our business practices we will be just in all our dealings.</p> <p><i>Teamwork:</i> Esprit de corps, harmony, partnership and unity are valued.</p> <p><i>Respect:</i> Appreciation of the worth of others and regard for their contribution is inherent.</p> <p><i>Trust:</i> Confidence that all are doing their best, honestly and positively.</p> <p><i>Accountability:</i> Understanding that all bear a personal responsibility to our community.</p> <p><i>Compassion:</i> Consideration, empathy and humanity are given freely to our patients and staff alike.</p> <p><i>Equity:</i> Fairness, integrity and justice are apparent in our actions.</p>	
ROLE SUMMARY / PURPOSE	
<p>The purpose of this position is the provision of specialist professional administrative support to a designated operational division at Albury Wodonga Health.</p> <p>The incumbent will be proactive, organised and self-motivated, and will possess strong communication and interpersonal skills. With experience in a team environment, and a proven track record of being proficient in the use of Microsoft office.</p> <p>You will have experience in providing comprehensive administrative support and be able to work independently with minimal supervision and within scope of practice. You will have excellent written skills with proficiency in drafting high level</p>	

documents in consultation with Divisional Directors and leadership team. Having the ability to work in a busy, dynamic work environment and prioritise workload to ensure deadlines are met is essential.

KEY RESPONSIBILITIES

Primary Responsibilities:

- Support management and prioritisation of Divisional Directors calendars, correspondence and scheduling.
- Be responsible for the preparation and distribution of agendas, minutes, reports, programs, workshops, and associated papers for the Division.
- Coordinate any divisional resource or facility bookings including catering, video and tele-conferencing, room bookings and invitations.
- Clerical duties including but not limited to typing of correspondence, scanning, filing, report preparation and any ad-hoc administrative tasks as directed by the Divisional director's.
- Coordinate all facility (BEIMS), ICT equipment and stationary requests ensuring cost centres are correctly aligned to the Division.
- Able to work with the team to support billing information and process reimbursement requests
- Complete drafting of financial acquittals in consultation with cost centre managers for submission to Divisional Directors.
- Receive, sort and process mail for Albury Wodonga Health in line with organisational policies and procedures for the Divisional Directors.
- Document control of briefs, policies and procedures
- Liaise with the Executive Assistants of members of the Executive team to schedule in appointments and other key priority work for Division.
- Provide support working alongside the Clinical safety and Quality advisors, in consultation with Divisional Directors, to complete administrative elements of incident and feedback management, reconciliation of review including correspondence received and uploading into system and follow-up with other key stakeholders to finalise investigations.
- Drafting of consumer or key stakeholder correspondence in consultation with Divisional Directors and/ or Clinical Safety and Quality advisors
- Provide exceptional customer service when liaising with internal and external stakeholders.
- Be flexible and agile working in a busy and dynamic environments to meet Divisional administrative needs
- Be able to prioritise workloads and have excellent time management skills.
- Abide by the Albury Wodonga Health Code of Conduct ensuring compliance with privacy and confidentiality at all times. All employees are expected to participate in mandatory education as it relates to their specific roles and responsibilities.

QUALIFICATIONS AND EXPERIENCE

MANDATORY:

1. Office or Business Administration qualifications to a certificate/diploma level in accordance with the Australian Quality Training Framework, or equivalent work experience.

2. Technical/Administrative training with several years of administrative experience working in a busy office environment.
3. Ability to work within a multi-disciplinary team environment, and to positively contribute to team operations and working relationships.
4. Demonstrated competence in dealing with stakeholders displaying a customer focused approach to service delivery with strong communication skills to ensure relationships are built and maintained with internal and external stakeholders.
5. Demonstrated skills and knowledge of administration, including highly developed keyboard/data entry, computer and formatting skills, experience with Microsoft Office suite and exceptional attention to detail.
6. Demonstrated understanding and knowledge of health and safety issues and of OH&S legislation as it relates to "Employee" and "Employer" responsibilities.
7. Adaptable to change and committed to quality improvement, able to explore new ways of working in line with developments in technology and service delivery.
8. Ability to work flexibly and collaboratively in order to achieve the service delivery needs of the Divisional Directors using innovative work practices to achieve optimal outcomes within the agreed standard.
9. Demonstrated ability to prioritise a busy workload and ensure deadlines are met.

PERSONAL ATTRIBUTES / SOFT SKILLS

- Ability to work well under pressure whilst maintaining a high level of professionalism.
- A desire to be supportive and to enjoy working as part of a team and have the ability to work through issues using a common sense approach.
- Brings accountability creating a supportive and motivating work environment.
- Has an understanding of how to methodically and collaboratively make decisions, solve problems and foster innovation.
- Resilient and able to adapt to adversity and challenges in a robust work environment.

KEY RELATIONSHIPS

REPORTS TO:	Divisional Directors
SUPERVISES:	Nil
OVERALL:	<ul style="list-style-type: none"> • Administrative & Support Services team • Divisional Director of Nursing • Divisional Medical Director • Medical Clinical Directors • Operational Managers • Nurse Managers • Nurse Unit Managers • Staff Specialists. • Executive Assistants. • All AWH Business Departments.

	<ul style="list-style-type: none"> • External Agencies and stakeholders. • Clinical Safety & Quality Unit
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PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- **A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.**
- Staff are required to abide by the Code of Conduct for AWH.

HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- **Reporting through the Incident Management System any near misses or incidents as they occur.**
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold

a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: _____	
Signature: _____	Date: _____

ANNEXES	
1.	Organisational Responsibilities.
2.	Jobs Demand Checklist.
3.	Click here to enter text.

DOCUMENT CONTROL	
Executive Sponsor:	Chief Operating Officer
Manager Responsible:	Divisional Directors
Author(s):	Director of Nursing and Critical Care
Reviewed by People & Culture:	<input checked="" type="checkbox"/> 5/10/2023
Position Description ID No:	
Approval Date:	5/10/2023
Date Due for Review:	5/10/2025
Version No:	1.0
Original Approval Date:	5/10/2023
Previously Named As:	

ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

Communication:

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

Equal Employment Opportunity:

- Commitment to the principles.
- Supports diversity in the workplace.

Information Management:

- Collects and uses data as required.

Integrity:

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

Organisation Awareness:

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

People / Patient Focused Environment:

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

Infection Control:

- Hand Hygiene.
- Standard precautions.

Primary Health:

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

Quality Improvement:

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

Resource Management:

- Ensure all allocated resources are managed in an efficient and accountable manner.

Safe Practice and Environment:

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

Self-Development:

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

Teamwork / Collaboration:

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

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JOB DEMANDS CHECKLIST:

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

This form is to be completed by the Manager / Supervisor of the position being recruited to.

Position: *Divisional Administrative Assistant*

Department / Unit: *Division (Emergency & Critical Care)*

Facility / Site: *Albury & Wodonga Campuses*

TASKS PERFORMED:

Nature of Tasks to be undertaken (Collective description as best describes tasks).

FREQUENCY DEFINITIONS:

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

This section is currently under review by People & Culture

Demands	Description	Frequency					
		I	O	F	C	R	N
PHYSICAL DEMANDS:							
Sitting	Remaining in a seated position to perform tasks.						
Standing	Remaining standing without moving about to perform tasks.						
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.						
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.						
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.						
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.						
Kneeling	Remaining in a kneeling posture to perform tasks.						
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.						
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.						
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).						
	Moderate lifting and carrying (10 – 15 kg).						
	Heavy lifting and carrying (16 kg and above).						
Reaching	Arms fully extended forward or raised above shoulder.						
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.						
Head / Neck Postures	Holding head in a position other than neutral (facing forward).						
Hand & Arm Movements	Repetitive movements of hands and arms.						
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.						
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.						

Demands	Description	Frequency					
		I	O	F	C	R	N
Driving	Operating any motor powered vehicle.						
SENSORY DEMANDS:							
Sight	Use of sight is an integral part of work performance, e.g.: Viewing of X-Rays, computer screens, etc.						
Hearing	Use of hearing is an integral part of work performance, e.g.: Telephone enquiries.						
Smell	Use of smell is an integral part of work performance, e.g.: Working with chemicals.						
Taste	Use of taste is an integral part of work performance, e.g.: Food preparation.						
Touch	Use of touch is an integral part of work performance.						
PSYCHOSOCIAL DEMANDS:							
Distressed People	E.g.: Emergency or grief situations.						
Aggressive & Uncooperative People	E.g.: Drug / alcohol, dementia, mental illness.						
Unpredictable People	E.g.: Dementia, mental illness, head injuries.						
Restraining	Involvement in physical containment of patients / clients.						
Exposure to Distressing Situations	E.g.: Child abuse, viewing dead / mutilated bodies.						
ENVIRONMENTAL DEMANDS:							
Dust	Exposure to atmospheric dust.						
Gases	Working with explosive or flammable gases requiring precautionary measures.						
Fumes	Exposure to noxious or toxic fumes.						
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						
Hazardous Substances	E.g.: Dry chemicals, glues.						
Noise	Environmental / background noise necessitates people raise their voice to be heard.						
Inadequate Lighting	Risk of trips, falls or eyestrain.						
Sunlight	Risk of sunburn exists from spending more than 10 minutes per day in sunlight.						
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.						
Confined Spaces	Areas where only one egress (escape route) exists.						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.						
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.						
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.						
Biological Hazards	E.g.: Exposure to body fluids, bacteria, infectious diseases.						