



Swan Hill
District Health
my hospital



Respect – Professionalism – Care – Commitment – Collaboration

Administration Support - Casual

Here is your chance to join Swan Hill District Health. Most promotions and new positions are promoted within, therefore our casual pool of Administration Support sometimes gets low. The casual pool gives broad training and exposure to a number of areas in SHDH, making you the best candidate for the next position.

We require Administration Support to relieve in various departments throughout SHDH. Our Clerical personnel work a range of shifts between 7.30am to 9.30pm, 365 days per year. Most relieving is to cover absences through long service leave, annual leave (including school holidays), and sick leave.

The successful applicant must be available at short notice, including weekends, public holidays, school holidays, and evenings.

Duties include: general reception tasks, admission of patients, completion of bed returns, stores ordering and data entry, with full training provided.

Key selection criteria

- Excellent communication and computer skills
- Adaptable to new computer programs
- Team player
- Excellent attention to detail
- Demonstrated organisational and time management skills
- Adaptable to a high pressure environment
- Applicants *must* be reliable, flexible, and available at short notice

For further information contact Nerelle Smith E:nsmith@shdh.org.au or 5033 9316.

Applications including the names of three referees should be forwarded to: Human Resources Manager Email: Employment@shdh.org.au or address to Human Resources Manager, Swan Hill District Health, PO Box 483, Swan Hill 3585, Victoria. **Email applications are preferred.**

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM.



Position:	Relieving Admin Support / (Casual)
Classification:	HS1A
Department:	Health Information Services
Reports to:	Chief Health Information Manager
Position Summary:	<ul style="list-style-type: none"> To provide reception/secretarial/computer services to the various Wards and other departments requiring administration support within Swan Hill District Health, across all campuses. Other duties as requested by the Chief Health Information Manager or Department Head within the unit in which relief is being provided
Responsibilities:	<p>Grade 1A Work Level Standard</p> <ul style="list-style-type: none"> Employees are expected to input and extract data, provide basic information and occasionally produce reports. They will be required to balance the operation of a number of clerical systems. The roles are required to analyse situation and or information, clearly and accurately communicate information. Discretion is limited and bound by existing system procedures and protocols. Outcomes are monitored by a supervisor or audited by a work system. The system content is factual, involving standard and predictable transactions. Roles may work within mixed teams and employees are expected to work cooperatively with others. Employees may rotate through a variety of tasks, as determined by managers, to provide varied work and achieve work area outcomes. Employees at this level may be asked, from time to time, to provide induction training for Employees at this level. These positions require a good understanding of hospital systems. Employees at this level are expected to understand hospital procedures, information requirements and protocols so they can be communicated and supportively to members of the public. <p>Indicative Processes</p> <p>As per the Position Summary above, and in accordance with the relevant Position Description/s in the area in which relief is being provided.</p>
Key Selection Criteria	<ul style="list-style-type: none"> Excellent communication and computer skills Adaptable to new computer programs Team player Excellent attention to detail Adaptable to a high pressure environment Applicants must be reliable, flexible, and available at short notice
Salary/Award:	Health and Allied Services, Managers and Administration Officers Agreement
Continuous Quality Improvement:	<ul style="list-style-type: none"> Each staff member is expected to demonstrate a commitment to best practice. All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.

	<ul style="list-style-type: none"> We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Just Culture:	All staff are expected to support a Just Culture in which reporting is actively encouraged, with an emphasis on learning from issues that arise as opposed to blaming those involved.
Hardwiring for Excellence Values - Standards of Behaviour	SHDH strategic direction has a specific focus on developing strong leaders by improving communication and accountability across the continuum. In line with the SHDH Organisational Values and Standards of Behaviour Charter 2017, staff are expected to align and demonstrate these behaviours, not 'sometimes' but 'always' so as to create and maintain a culture of high performance.
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> Take reasonable care for your safety and the safety of others while at work. Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. Complete all Mandatory training requirements as identified and directed. Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Review:	Completion of My Work Plan on a yearly basis.
Date Written	Sept 2017
Reviewed:	July 2018
Managers Name:	Allison Harvey
Managers Signature:	
Employees Name:	
Employees Signature:	

The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants Curriculum Vitae

Position Applying for	
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General Information	
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Name	
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Address	
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Contact	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>
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Are you of Aboriginal/Torres Strait Islander Origin? No Aboriginal Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? Yes No

Are you an Australian Citizen or Permanent Resident: Yes No Date of Grant/...../.....
If no, what is your current Visa Status – Visa type _____ Expiry date/...../....
Place/Country of issue: _____ Issue Number : _____
Do you require sponsorship? Yes No

Where did you hear about the position you are applying for?
 Newspaper Internet Swan Hill District Health Website Social Media (Facebook)

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is casual / relieving unless otherwise indicated.

- 6 months probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department (rotation)

Hours of Work – SHDH operates on a 24 hour, 7 day week, 3 shift basis, and you may be called upon to work/relieve on any of these shifts. If you are unable to work any of the shifts, please indicate below:

Unavailable to work: _____

Normal hours of work are 40 in each week worked on an ADO each month. This is only applicable to Full Time employees. Part time employees will have a minimum hours set but may be called upon to work up to 38 hours per week at normal pay.

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice:- (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ Date:/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: employment@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585