



Swan Hill
District Health



Inclusive

Compassionate

Progressive

Accountable

Administration Support

Jacaranda Lodge

(One day per week 7.5 Hours every Friday)

Jacaranda Lodge has a vacancy for Administration Support for 1 day per week every Friday. Hours will be 8.30 am to 4.30pm. Additional days will be required to cover annual/sick leave ect.

Duties include:

- General reception duties including answering phones, collecting and distributing mail
- Communicating with residents and visitors
- Managing bed returns, bed list, diet lists and other Department communication sheets
- Ordering of stationary supplies
- Compilation and maintenance of resident medical records
- Assisting medical and nursing staff with administrative duties eg. arranging patient appointments, faxing information, photocopying

Key selection criteria:

- Excellent attention to detail
- Excellent communication skills
- Ability to work well in a team environment
- Ability to problem solve independently
- Guaranteed reliability and ability to cover other shifts
- Experience with use of Microsoft Office suite (Outlook, Excel, Word)

Applications will require the following information:

- Letter of application addressing Key Selection Criteria

Please direct enquiries to NUM Ariana Stefan Ph: 5033 9423 or Email: astefan@shdh.org.au

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.

Closing date: Friday 25 September 2020



Inclusive Compassionate Progressive Accountable

Position:	Jacaranda Lodge – Admin Support
Classification:	HS1A
Department:	Jacaranda Lodge
Reports to:	Director of Nursing
Position Summary:	Supports Ward/department/unit in a manner that encourages efficiency, harmony and productivity.
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>Clerical: <i>Outcome:</i> The Management and service of the Ward/Department/Unit is supported in a manner that encourages efficiency, harmony and productivity. <i>Performance Indicators:</i></p> <ul style="list-style-type: none"> • Performs duties as requested by the Director of Nursing / Charge Nurse / Registered Nurse. • Communicates with consumers and visitors in a professional manner. • Checks stationary stores and re-orders stock as necessary. • Compiles medical records, files reports, adds extra progress note pages, attaches and re-orders patient identification labels as necessary. • Updates and completes bed returns, bed list/board, diet lists and other Ward / Department / Unit communication sheets. • Answers telephone and refers caller to appropriate personnel. • Performs clerical functions as required. • Completes patient history on discharge and returns same to Medical Records. <p>Other:</p> <ul style="list-style-type: none"> • Ensure nurses station and associated areas provide a safe and neat working environment. • Participates in orientation of new staff to the Ward/Department/Unit particularly relating to telephone and paging systems and clerical support

	<p>function.</p> <p><u>Legal Responsibilities:</u></p> <ul style="list-style-type: none"> • Maintains accurate records and statistics. • Maintains strict confidentiality of all personal information. <p><u>Safety Responsibilities:</u></p> <p>It is the responsibility of each Clinical Services Division staff member to:</p> <ul style="list-style-type: none"> • Report accidents, incidents and potential hazards promptly to their departmental head; • Be familiar with emergency and evacuation procedures; • Comply with Occupational Health & Safety requirements; • Take reasonable care of the health and safety of others. <p><u>In service Education:</u></p> <p>It is the responsibility of each staff member to:</p> <ul style="list-style-type: none"> • Attend an annual infection control update; • Attend an annual fire extinguisher demonstration.
Key Selection Criteria	<p><u>Education</u></p> <p>Well developed interpersonal and communication skills. Computer literacy. Excellent telephone manner. Flexibility.</p>
Salary/Award:	Nurses and Midwives (Victorian Public Health Sector) Single Interest Employer Agreement 2016-2020.
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
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
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>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.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
Privacy and Confidentiality:	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.

	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.
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.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	March 2011, Sept 2017 Sept 2019,
Current:	Sept 2020
Managers Name:	Ariana Stefan
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

Name			
Address			
Contact	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>

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

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 subject to:

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

Hours of Work – _____ (Availability)

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? Yes No

If **Yes**, please provide details:

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