



Swan Hill
District Health



Inclusive

Compassionate

Progressive

Accountable

COVID 19 Administration Support

Part Time fixed term position

(6 Months - with opportunity to extend dependent on COVID 19 Requirements)

Swan Hill District Health have an exciting opportunity within the COVID 19 Response Team. We are looking for enthusiastic and professional people, with sound computer skills who thrive working in a busy environment. The successful applicant must be competent in administration settings, be familiar with privacy principles and above all be a team player. An understanding of medical terminology or experience in a clinical setting will be highly regarded. The successful applicant will be assisting the Covid Response Team with

1. COVID-19 Vaccination roll out administration and support
2. COVID-19 Swabbing administration and support

Key Selection Criteria

- Experience in providing excellent customer service
- Ability to maintain high levels of confidentiality
- High level of communication and interpersonal skills
- Proficient written skills
- Proficient computer skills including Microsoft Office products particularly Excel, Word & Outlook
- Ability to work effectively as part of a team

Work/life balance is what you get working at Swan Hill District Health. As well as lifestyle comes:

- ✓ A professional, committed workforce and highly supportive community
- ✓ Variety in work and a sense of achievement
- ✓ Competitive Remuneration based on skills, knowledge and experience-this can be changed to include relocation or salary packaging available

Want More Info?

For enquiries please contact Sarah Symes, Medical Services Manager, E: ssymes@shdh.org.au , or by phone on (03) 50339313

To apply for this position please send applications to employment@shdh.org.au

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

Closing date: Sunday 01st August 2021

Aboriginal and Torres Strait Islander people are encouraged to apply



Position:	COVID-19 Response Support and Administration
Classification:	Administrative Worker Grade 1 (HS1)
Department:	Medical Services
Reports to:	Meg Garvie – Covid19 Team Leader
Position Summary:	<p>This position is responsible for providing non-clinical front-line administration support to clients, visitors and staff at SHDH and will be pivotal in helping clients attending the COVID-19 Screening/Vaccine/Testing Clinic's to feel safe and supported.</p> <p>An understanding and commitment to infection control and relevant safety measures, working in a clinical environment is essential.</p>
Responsibilities:	<p>Understanding and commitment to infection control policies and processes including PPE requirements</p> <p>Understanding of client needs and the provision of exceptional service</p> <p>Sound interpersonal ability and tools to establish constructive rapport with clients from a variety of cultures, religions, and socio-economic circumstances</p> <p>Covid-19 Response Administration and Support:</p> <ul style="list-style-type: none"> • Ensure the administrative requirements for Covid-19 vaccinations/Testing is completed • Ensure correct data for patient registration and screening requirements for outdoor Covid Drive Through Clinic • Assist Testing staff with administration procedures at Covid Drive Through Clinic • Enter data into the COVID-19 Vaccination Management System (CVMS) • As per organisation's data programs including Microsoft office components and Vital Inpatient modules • Meet the requirements set by ESIS and HIM personal • Update Drs codes, staff phone numbers & Vital codes • Assist with set up and pack up of vaccination/testing clinic • Provide on the ground support at vaccination/testing clinic • Ordering of stock <p>Receptionist duties:</p> <ul style="list-style-type: none"> • Front line customer service, answer incoming calls, direct calls and messages appropriately and in a timely manner • Upkeep of the reception area and workspace • Direct or Redirect patients, staff, family members to appropriate wards in hospital <p>General filing including:</p> <ul style="list-style-type: none"> • Filing of results, documentation and maintenance of patient records • Ensure adequate patient labels and patient wristbands on request • Complete Invoicing and send to Finance • Requests for Medical Histories

	<p>Communication:</p> <ul style="list-style-type: none"> • That appropriate documentation is faxed and scanned where required • Timely distribution of Memos/Minutes to staff in the unit • That clerical issues are directed to the Unit Manager in a timely manner • Education of relieving and casual ward clerk where required • Providing clear instruction to clients to ensure they adhere to social distancing and PPE requirements including mask in line with the current requirements / restrictions • Compliance with confidentiality policies, privacy principles and relevant legislation • Utilise available resources in an efficient manner • Participate in quality improvement activities • Collaborates with nursing staff to prioritise activities • Other tasks as directed <p>PRE-REQUISITES</p> <ul style="list-style-type: none"> • Experience in Microsoft Windows applications • Current Police check • Current working with children's check • Availability to work 7 –day rotating roster (first shift commences at 8.00am, last shift finishes at 8.00pm)
Key Selection Criteria	<ul style="list-style-type: none"> • Willing to work under pressure. • Ability to work effectively as part of a team. • Experience in providing excellent customer service in a professional manner. • Ability to maintain high levels of confidentiality. • High level of communication and interpersonal skills. • Proficient written skills. • Proficient computer skills including Microsoft Office products particularly Excel, Word & Outlook. • Ability to be flexible to COVID state requirements including being available 24/7 in the event of an outbreak.
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.
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>

Our Purpose:	Connected Care / Best Experience 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.
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:	RESPONSIBILITIES: It is the responsibility of every staff member to: <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 2021, June 2021
Current:	July 2021
Managers Name:	Sarah Symes
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

General Information

Name

Address

Contact

Home phone

Mobile

Email

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