



Swan Hill
District Health



Inclusive

Compassionate

Progressive

Accountable

Administration Support

Emergency Department

Part-Time: 50 hours per fortnight

An exciting opportunity has become available at Swan Hill District Health for Administration Support in the Emergency Department, working to a monthly roster.

We are seeking an enthusiastic and dedicated Admin Support person to work front-of-house in our busy ED department. The successful applicant will have well-developed interpersonal skills and be able to multi-task and prioritise their work. We also require you to provide relief outside permanent hours.

Duties include: general reception tasks, admission of patients, report generation, data entry and submission, and providing support to aid in driving change and improving processes.

Shift times: 8am – 4.30pm & 3.30pm – 10pm
(includes Weekends, Evenings & Public Holidays)

Key selection criteria:

- Excellent communication and computer skills
- Excellent attention to detail
- Adaptable to a high pressure and fast-paced environment
- Team player
- Applicants *must* be reliable, flexible, and available to cover leave at short notice.

Want More Info?

For enquiries please contact Nikki Hauser by email to nhauser@shdh.org.au or by phone on 03 5033 9316

Applications: Applications including the names of three referees should be forwarded 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: Wednesday, 20th October 2021

Aboriginal and Torres Strait Islander people are encouraged to apply



Position:	Emergency Department Admin Support
Classification:	HS1
Department:	Emergency Department
Reports to:	Nurse Unit Manager Emergency
Position Summary:	To act as main receptionist/switchboard for the hospital on after hours/weekends/public holidays. Input and keep information up to date in the Emergency Department system (EDIS). To retrieve records required by Emergency Department or the Wards. To process any admissions that occur through the Emergency Department. Complete EDIS reports. Act as the Communications Co-coordinator for emergency codes.
Responsibilities:	<p>Act as main receptionist/switchboard for the health service</p> <ul style="list-style-type: none"> Attend to any incoming calls Act as main reception for the health service after hours– answer patient and visitor enquiries. <p>Input and update information in EDIS</p> <ul style="list-style-type: none"> Accurately enter all emergency department presentations into the EDIS computer system. <p>Retrieve records required by Emergency Department or the Wards</p> <ul style="list-style-type: none"> Check where medical record is tracked on iPM computer system Retrieve the record Dispatch record to new location and service point on iPM. <p>Process any admissions that occur through the Emergency Department</p> <ul style="list-style-type: none"> Visit the patient in the Emergency Department and undertake the full admission procedure. Inform the patient about their election choices (public/private etc), including the Simplified Billing option, and ensure they sign the appropriate admission forms. Enter the admission into the Patient Administration System (iPM), ensuring all data is accurate and complete. Retrieve the patient’s medical record Prepare wristbands, labels, registration forms etc. <p>Complete EDIS reports (weekend days only)</p> <ul style="list-style-type: none"> Complete all Admission screen details for the previous day. Daily Statistics Report Send Discharge Summaries(letter) to GP’s Nurse Times Excess Wait Times Error Report Submission, as required to be sent Ambulance Times Daily List Medical and Surgical Consults <p>Other Responsibilities:</p> <ul style="list-style-type: none"> Produce repeat labels as requested from the wards. Act as the Communications Co-coordinator for emergency codes.

	<ul style="list-style-type: none"> • Other tasks as required
Key Selection Criteria	<ul style="list-style-type: none"> • Excellent communication and computer skills • Adaptable to new computer programs • Ability to multi task and priorities • Team player • Excellent attention to detail • Adaptable to a high pressure and fast pace environment • Applicants must be reliable, flexible, available to cover leave and have the ability to cover 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.
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:	<p>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.</p>
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.

	<ul style="list-style-type: none"> • 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:	Sept 2017, July 2018, June 2019, June 2020
Current:	October 2021
Managers Name:	Kath Curran
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