



Swan Hill
District Health

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Swan Hill District Health Administration Support – Reception Fixed Term Maternity Leave Position 0.6 FTE (45.6 hours per fortnight)

Are you looking for a rewarding career that allows you to combine your professional skill and passion for delivering excellent level customer service to a diverse range of people? An exciting opportunity has become available for an enthusiastic and motivated person to work as part of our Administration Support team across our reception areas. We are focused driven to provide the highest level of outstanding customer service around patient centred care. This is a Fixed Term Maternity Leave position being part-time with core office hours being of Monday to Friday, 8.00am – 5.00pm.

About the role

- Act as receptionist initially in the fast paced Radiology Department. Duties will include but not limited to answering phones, scheduling of appointments, examination preparation, while providing a high level of administrative support to the Medical Imaging Clinicians.
- Medical audio typing.
- Provide a high level of customer service and communication to diverse patient/client base that presents to Swan Hill District Health reception areas.
- Accurate and efficient processing of patient's accounts payable and/or receivable.
- Reconciliation, receipting of accounts plus end of day banking.
- Maintenance of patient records.
- General administration as required across all reception areas.

Key Selection Criteria

- Demonstrated excellent Customer service skills in a fast paced work environment, remaining calm under pressure.
- High level of administrative skills with demonstrated ability to plan, prioritise and organise workloads. Perform all duties with a high attention to detail and complete all tasks within set deadlines.
- High level of interpersonal communication skills including the ability to communicate with a diverse patient/client base.
- High level of level interpersonal, administrative skills with demonstrated ability to plan, prioritise and organise workloads.
- The ability to work collaboratively and respectfully with others communicating openly and effectively within a team environment.

About You:

- Desirable - previous experience in medical administration and audio transcription.
- Current National Police Check & Working with Children's Check
- Complete COVID Vaccinations & 2022 Flu Vaccination, Serology evidence of immunisation status

About us: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

To apply for this position, email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to employment@shdh.org.au.

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Enquiries about this role should be directed to Jen Bellinger, Administration Co-Ordinator Finance, Ph.: (03) 5033 9316 or E: jbelling@shdh.org.au

Closing date 23rd September 2023

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.



Inclusive Compassionate Progressive Accountable

Position:	Swan Hill District Health - Administration Support
Classification:	HS1
Department:	Finance
Reports to:	Administration Co-Ordinator, Finance
Position Summary:	<p>To assist in maintaining an efficient and smooth functioning of the Health Service where the patient is the centre of care.</p> <p>To provide administration support to the various departments within Swan Hill District Health, across all campuses and or Receptionist Duties where these are required.</p> <p>In positions in which receptionist duties are required you will be the first point of contact for visitors, clients and Patients of our Health Services, and will represent our Health Service in a positive and professional manner.</p> <p>The Administration Support role will operate within clearly defined systems and processes and work in consultation with the Department Manager within the unit where administration support is being provided.</p> <p>Other duties as requested by the Administration Co-Ordinator.</p>
Responsibilities:	<ul style="list-style-type: none"> • Provide administrative support to various departments as needed. • Greet clients and personnel that present to reception areas in a courteous and efficient manner, determine the nature of their inquiry and direct them appropriately. • Answer incoming calls promptly and courteously and route as necessary. • Manage desk areas, including maintaining a clean and organised reception area. • Perform all tasks as set out in the operational procedures of the department where administration support is being provided. Including duties such as but not limited to scheduling appointments and calendars, distributing incoming mail and packages, assisting with data entry, filing and other clerical tasks, managing office supplies and ordering new supplies as needed, • Perform all duties with attention to detail and a continuous improvement ethos. • Learn and utilise relevant software and portals (e.g. My Aged Care Portal) as required to meet the requirements of the role. • Understand and adhere to all relevant SHDH policies and procedures. • Maintain a clean and safe workspace and be aware of OHS requirements and comply with them. • Work as an effective and cooperative team member at all times. • Other tasks as requested by Department Manager / Administration Co-Ordinator / Chief Finance Officer.
Key Selection Criteria	<p>Essential</p> <ul style="list-style-type: none"> • Excellent Customer service skills and attention to detail. • Well-developed verbal and written communication skills including ability to communicate with diverse clients attending Swan Hill District Health. The

	<p>ability to show empathy and kindness under pressure.</p> <ul style="list-style-type: none"> • High level of administrative skills and demonstrated ability to plan, set priorities and organise workload in order to meet deadlines. • Well-developed Computer knowledge including Microsoft Office suite (Outlook, Excel, Word), data entry and ability to learn different software packages and/or Portals. • Ability to operate under conflicting demands/delicate situations. • Ability to provide information to assist clients or refer them to appropriate services, either in the organisation or elsewhere. • Professional demeanor and appearance. • Ability to work independently as well as part of a team. • Current National Police check. • Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunisation for all vaccine preventable illnesses. <p>Desirable</p> <ul style="list-style-type: none"> • Previous reception experience, preferable within hospital/healthcare industry.
Salary/Award:	Salary in accordance with Health and Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025.
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>
Child Safety:	<p>All Children have the right to feel and be safe. Keeping children safe is everyone’s responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</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</p>

	best care experience.
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 their safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system. • Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their 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 OH&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:	
Current:	March, 2023
Managers Name:	Administration Co-Ordinator, Finance
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