



**Swan Hill**  
District Health  
*Connected Care. Best Experience.*



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## **Medical Services Administration All Rounder**

Full time – Up to 76 hours per fortnight

Swan Hill District Health is pleased to offer the opportunity to provide administrative assistance to the Medical Services division and provide administrative assistance to the management of the medical workforce. The Medical Services Administration All Rounder will provide high level all-rounder administrative support and customer service enabling the delivery of a quality medical service to all stakeholders. The successful applicant will demonstrate excellent interpersonal, communication and leadership skills.

### **About the role:**

- Hours of work - flexibility for the role to be part or full time.
- Work in a supportive and approachable team with a high focus on skills and training.
- Variety in work and a sense of achievement.
- Help build and develop the business operations of the Medical Services team.

### **Key Responsibilities:**

- Coordination of meetings (time, venue, agenda, minutes, other documents, teleconferencing and catering) in the Medical Services division.
- Coordination of the work diaries and task lists of the Director of Medical Services.
- Document management (collation, distribution, retention, tracking, retrieval and destruction) of incoming/outgoing correspondence, memoranda and other documents in the Medical Services division.
- Liaise with internal and external stakeholders of the Medical Services division for the smooth operations of the division, in a manner which provides a high level of customer service and integrity, and projects a professional and ethical image.

### **About You:**

#### **Essential:**

- Experience within the public health sector.
- Excellent word processing skills.
- Excellent communication skills.
- Strong organisational and time management skills.
- Ability to work in a team.
- Ability to understand basic health and medical terminology.

#### **Qualifications/Skills Experience/Competencies:**

- Demonstrated time management skills.
- High level of administrative skills.
- Carry out word processing, filing and mail outs.
- Ability to work under pressure, prioritise workload and meet deadlines.
- Excellent telephone manner.
- Able to work accurately and neatly.
- Good presentation and pleasant manner.
- Excellent interpersonal skills and the ability to deal confidently and professionally at all levels.
- Initiative and the ability to be self-directed, motivated and work as part of a team.

**About Swan Hill District Health:** 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

**Enquiries about this role** should be directed to Rex Prabhu, Ph: (03) 5033 9394 or E: [rprabhu@shdh.org.au](mailto:rprabhu@shdh.org.au)

**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](mailto: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.

**Applications close: 5.00pm Friday, 15 March 2024**

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.



<b>Position:</b>	<b>Medical Services Administration All rounder</b>
<b>Classification:</b>	HS2
<b>Department:</b>	Medical Services
<b>Reports to:</b>	<b>Medical Services Manager</b>
<b>Position Summary:</b>	Provide administrative assistance to the Medical services division, And provide administrative assistance to the management of the medical workforce.
<b>Responsibilities:</b>	<p><b>Provide administrative assistance to the Medical Services division:</b></p> <ul style="list-style-type: none"> <li>• Coordination of meetings (time, venue, agenda, minutes, other documents, teleconferencing and catering) in the Medical Services division.</li> <li>• Coordination of the work diaries and task lists of the Director of Medical Services.</li> <li>• Document management (collation, distribution, retention, tracking, retrieval and destruction) of incoming/outgoing correspondence, memoranda and other documents in the Medical Services division.</li> <li>• Liaise with internal and external stakeholders of the Medical Services division for the smooth operations of the division, in a manner which provides a high level of customer service and integrity, and projects a professional and ethical image.</li> <li>• Coordination of purchases through the Oracle system along with processing doctor invoices.</li> <li>• Apply/Request accommodation for the Locums, including liaison with external stakeholders.</li> </ul> <p><b>Working closely with other staff in the Medical Services division, provide administrative assistance to the management of the medical workforce:</b></p> <ul style="list-style-type: none"> <li>• Assisting with documents and support of processes relating to the recruitment, onboarding, credentialing orientation, rostering, payment, performance assessment and termination of medical staff.</li> <li>• Responsible for Invoice tracking and the data integrity of the Finance Spreadsheet, in consultation with the Medical Services Manager and the Finance Department.</li> <li>• Coordination of documents and support of processes relating to internal medical education activities (time, venue, advertisement, evaluation forms, teleconferencing and catering).</li> <li>• Liaise with salaried and visiting medical officers to troubleshoot or refer issues relating to their engagement in the health service, in a supportive and professional manner.</li> <li>• Other adhoc duties as required and directed.</li> <li>• Leave support duties will including supporting other portfolios within the division.</li> </ul> <p><b>Credentialing &amp; Freedom of Information:</b></p> <ul style="list-style-type: none"> <li>• Accept full ownership, all aspects of Credentialing of all Medical Practitioners via CGOV.</li> <li>• Regularly monitor and check all files in CGOV for Credentialing status.</li> <li>• Ensure documents do not expire and renewals are actioned prior to expiration date.</li> <li>• Prepare and complete regular credentialing meetings to ensure all</li> </ul>

	<p>doctors are approved by the DMS.</p> <ul style="list-style-type: none"> <li>• Liaise with Recruitment agencies for documentation and information for Medical Practitioners being credentialed.</li> <li>• Maintain mandatory maintenance of updating key documents for. CGov–Online Credentialing System.</li> <li>• Prepare and implement ongoing maintenance of CGOV as required, inclusive of manuals and instructions of use of the software.</li> <li>• Ongoing maintenance of Doctor Database spreadsheet, ensuring current medical practitioners are up to date. This includes current list of medical board registrations, and provider and prescriber numbers.</li> <li>• Ensure effective communication with Medical Practitioners and SHDH</li> </ul>
<b>Key Selection Criteria:</b>	<ul style="list-style-type: none"> <li>• Experience within the public health sector.</li> <li>• Excellent word processing skills.</li> <li>• Excellent communication skills.</li> <li>• Strong organisational and time management skills.</li> <li>• Ability to work in a team.</li> <li>• Ability to understand basic health and medical terminology.</li> </ul> <p><b>Qualifications/Skills Experience/Competencies:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated time management skills.</li> <li>• High level of administrative skills.</li> <li>• Carry out word processing, filing and mail outs.</li> <li>• Ability to work under pressure, prioritise workload and meet deadlines.</li> <li>• Excellent telephone manner.</li> <li>• Able to work accurately and neatly.</li> <li>• Good presentation and pleasant manner.</li> <li>• Excellent interpersonal skills and the ability to deal confidently and professionally at all levels.</li> <li>• Initiative and the ability to be self-directed, motivated and work as part of a team.</li> </ul>
<b>Salary/Award:</b>	Health and Allied Services, Managers and Administration Officers (Victoria Public Sector) (Single Interest Employer) Enterprise Agreement 2021-2025.
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.</li> </ul>
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• 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.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	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.

	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.
<b>Child Safety:</b>	<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>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b></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>
<b>Privacy and Confidentiality:</b>	<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>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for your safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system.</li> <li>• Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH O.H. &amp; S. online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	October 2023
<b>Current:</b>	March 2024
<b>Managers Name:</b>	Rex Prabhu, Executive Director of Medical Services
<b>Managers Signature:</b>	

<b>Employees Name:</b>	
<b>Employees Signature:</b>	



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](mailto:employment@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585