



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## **Administration Support – Emergency Department Night Shift Full-time, Part-time or Casual HS1**

We are looking for suitably qualified people, with previous experience in administration support to work night shifts in our Emergency Department. This may be permanent full-time, part-time or casual positions to work the 8 hour night shift on week nights, weekends and public holidays with the ability to pick up additional shifts to cover vacancies.

### **About the Role:**

The role of Administration Support - Emergency Department Night Shift is to deliver professional and customer focused services, often as the first point of contact for patients, their families and visitors to our health facility. Your primary responsibility is to ensure all patient related information for clinical and billing purposes is captured onto the information systems.

You will be responsible but not limited to administrative activities within the Emergency Department, providing support to all the members of the multi-disciplinary team plus other tasks as requested by the Nurse Unit Manager, Director of Corporate Programs and/or the Administration Co-ordinator.

### **Key Selection Criteria**

#### Essential:

- Highly developed customer service and interpersonal skills.
- Concise written and verbal communication skills, including professional phone manner.
- Highly developed computer and data entry skills.
- Professional demeanour and manner.
- An ability to work as a team member in a multidisciplinary environment.
- Ability to show initiative and to be able to prioritise workload.

#### Desirable:

- Previous administration experience in a healthcare setting.

### **About You:**

- Current National Police Check & Working with Children's Check
- 2024 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

**Enquiries about this role** should be directed to Jen Bellinger, Administration Co-ordinator, Ph: (03) 5033 9316 E: [jbelling@shdh.org.au](mailto:jbelling@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 and application for employment form in the attached documents. Swan Hill District Health will be reviewing applications and scheduling interviews immediately and **advertising may cease prior to the stated closing date.**

**Closing Date: 7<sup>th</sup> March 2025**



<b>Position:</b>	<b>Administration Support – Emergency Department Night Shift</b>
<b>Classification:</b>	HS1
<b>Department:</b>	Finance
<b>Reports to:</b>	Administration Co-ordinator
<b>Position Summary:</b>	<p>To assist in maintaining an efficient and smooth functioning of the HealthService where the patient is the centre of care.</p> <p>To act as main receptionist/switchboard for the hospital after hours on weeknights, weekends and public holidays.</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 Head within the unit where administration support is being provided.</p> <p>Other duties as requested by the Administration Co-Ordinator.</p>
<b>Responsibilities:</b>	<p>Answer incoming calls promptly and courteously and route as necessary. Act as main reception for the health service after hours– answer patient and visitor enquiries. Accurately enter new patient data and update patient information into EDIS Retrieve records required by Emergency Department or the Wards Dispatch records to new location and service point on iPM. Undertake the full admission procedure. Inform the patient about their election choices (public/private/ineligible etc), and ensure they sign the appropriate admission forms. Enter the admission into the Patient Administration System (iPM), ensuring all data is accurate and complete. Prepare wristbands, labels, registration forms etc. Ensure SHDH meets NSQHS and Aged care Quality Standards. Act as Communication Co-ordinator for emergency codes. Manage desk areas, including maintaining a clean and organised reception area. Perform all duties with attention to detail and a continuous improvement ethos.</p> <p>Other administration tasks as requested by Department Head/ Administration Co-ordinator/ Executive Director of Corporate Programs, of which may or may not be related to tasks relevant to the Emergency Department; including but not limited to Accounts Payable and Accounts Receivable.</p>
<b>Key Selection Criteria:</b>	<ul style="list-style-type: none"> <li>• Excellent Customer service skills and attention to detail</li> <li>• High level of administrative skills and demonstrated ability to plan, set priorities and organise workload in order to meet deadlines.</li> <li>• Well-developed computer knowledge including Microsoft Office suites (Outlook, Excel, Word), data entry and ability to learn different software packages and/or portals.</li> <li>• Ability to operate under conflicting demands/delicate situations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to provide information to assist clients or refer them to appropriate services, either in the organisation or elsewhere.</li> <li>• Professional demeaner or appearance.</li> <li>• Ability to work independently as well as part of a team.</li> <li>• Current National Police Check and Working with Children’s Check (If applicable).</li> <li>• 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 immunization for all vaccine preventable illnesses.</li> </ul>
<b>Salary/Award:</b>	Salary in accordance with Health and Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025.
<b>First Nations:</b>	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
<b>Infection Control:</b>	<ul style="list-style-type: none"> <li>• Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.</li> <li>• The risk minimisation 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>	<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 &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<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 with 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 their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their 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> <b>Current:</b>	
<b>Managers Name:</b>	Jen Bellinger Administration Co-ordinator
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



<b>Position Applying for:</b>	
<b>How did you hear about this vacancy?</b>	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

<b>First name:</b>		<b>Last Name:</b>	
<b>Date of birth:</b>		<b>Country of birth:</b>	
<b>Postal Address:</b>			
<b>Contact</b>	<b>Phone</b>	<b>Email</b>	

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

**PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION**

**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** –     Full Time     Part time     Casual     Fixed Term

Alternatively, please state availability:

**Discipline/Misconduct**

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

If **Yes**, please provide details:

## Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

### Do you have a current Police Check?

Yes (please provide)  No, but I am willing to get one if my application is successful.

### Do you have a current Employee Working with Children Check?

Yes (please provide)  No, but I am willing to get one if my application is successful.

## Pre-existing Health & 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:** ...../...../.....

**Enquiries can be directed to:** Recruitment Services P: 03 5033 9499, E: [employment@shdh.org.au](mailto:employment@shdh.org.au)

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
- Resume
- Qualification evidence or supporting documentation
- Visa Detail (if relevant)