



Swan Hill
District Health



Inclusive

Compassionate

Progressive

Accountable

ADMINISTRATION SUPPORT – Sub-acute Regular part-time, 2 days/week (HS1A- HS17)

We are seeking enthusiastic, highly motivated and suitably skilled individuals to join our Sub-Acute Ward Administration Support team at Swan Hill District Health. In this role, you will provide dedicated administrative and reception support solely within the Sub-Acute Ward reception area. We focus on delivering outstanding, patient-centred customer service during core office hours of Monday to Friday, 8.00 am–4.00 pm (with occasional flexibility as needed).

The successful applicant must:

Education and Qualifications

- Year 10 (minimum)
- Current National Police Record Check
- Current “Working with Children” Permit
- 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.

Skills and abilities

- Well-developed interpersonal and communication skills
- Computer literacy (familiarity with hospital clerical systems).
- Excellent telephone manner
- Flexibility and ability to adapt to changing priorities.
- Excellent time management skills
- High attention to detail

Applications including the names of three referees should be forwarded to: People & Culture, Swan Hill District Health, PO Box 483, Swan Hill 3585, Victoria or

Email: employment@shdh.org.au

For enquiries about this role should be directed to Jeally Valenzuela-Omo, Sub-Acute NUM,
Ph: (03) 5033 9938 or E: JValenzuela-Omo@shdh.org.au

Applications will only be accepted if they address the Key Selection Criteria and include an Application for Employment (also located on our website [SHDH](#))
Email applications are preferred.

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.

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.

Closing Date: June 30, 2025

Position:	Sub-Acute Ward – Administration Support
Classification:	HS1A-HS17
Department:	Sub-Acute Ward
Reports to:	Nurse Unit Manager
Position Summary:	Supports the Sub-Acute Ward in a manner that encourages efficiency, harmony and productivity.
Responsibilities:	<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Input and extract data, provide basic information and occasionally produce reports. • Balance the operation of a number of clerical systems. • Analyse situation and/or information, and communicate findings clearly and accurately. Discretion is limited by existing system procedures and protocols; outcomes are monitored by a supervisor or audited by a work system. • Work with factual, standard and predictable system content and transactions • Collaborate cooperatively within mixed teams; rotate through a variety of tasks as determined by the Nurse Unit Manager to support work-area outcomes. • Provide induction training for new staff at this level as required. • Demonstrate a good understanding of hospital systems, procedures, information requirements and protocols, and communicate these effectively to members of the public. <p>Additional responsibilities include:</p> <ul style="list-style-type: none"> • Coordinating Geriatrician clinic appointments • Organising GP appointments and arranging Geriatrician follow-up review as needed. • Responding to referral enquiries and sending the sub-acute referral form. • Participating in staff meeting <p>Indicative Processes</p> <p>Other:</p> <ul style="list-style-type: none"> • Ensure the nurses' station and associated areas provide a safe and tidy working environment. • Participates in orientation of new staff to the sub-acute Ward, particularly relating to telephone and clerical support functions. <p>Clerical</p> <p>Outcome:</p> <ul style="list-style-type: none"> • The Management and service of the Sub-acute Ward is supported in a manner that encourages efficiency, harmony and productivity. <p>Performance Indicators:</p> <ul style="list-style-type: none"> • Performs duties as requested by the Nurse Unit Manager/Associate Nurse Unit Manager/Registered Nurse.

	<ul style="list-style-type: none"> • Communicate with patients and visitors in a professional and courteous manner. • Monitor stationery stores and re-orders stock when necessary. • Compile medical records, files reports, add extra progress note pages, and attach and re-order patient identification labels as needed. • Update and complete bed returns, bed lists/boards, diet lists and other Sub-acute communication sheets. • Answer the telephone and refers caller to the appropriate personnel. • Performs general clerical functions as required. • Complete patient history forms on discharge and return them to Medical Records. • Manage admissions, discharges and ward transfers. • Communicate changes in patients' care type to the NUM. • Invoice and reconcile TCP service brokers • Report VINAH admissions and discharges to TCP Bendigo administration. • Prepare Sub-acute ward information packs and brochures, including Palliative Care brochures. • Booking cars • Schedule appointments for patients <p><u>Legal Responsibilities:</u></p> <ul style="list-style-type: none"> • Maintains accurate records and statistics. • Maintains strict confidentiality of all personal and patient information. <p><u>Safety Responsibilities:</u></p> <p>As a member of the Clinical Services Division, each staff must:</p> <ul style="list-style-type: none"> • Report accidents, incidents and potential hazards promptly to their departmental head; • Be familiar with emergency and evacuation procedures; • Comply with Occupational Health & Safety requirements; • Take reasonable care of the health and safety of others. <p><u>Inservice Education:</u></p> <p>Each staff member is responsible for:</p> <ul style="list-style-type: none"> • Attending an annual infection control update. • Attending an annual fire extinguisher demonstration.
<p>Key Selection Criteria</p>	<p><u>Education and Qualifications</u></p> <ul style="list-style-type: none"> • Year 10 (minimum) • Current National Police Record Check • Current "Working with Children" Permit • 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><u>Skills and abilities</u></p> <ul style="list-style-type: none"> • Well-developed interpersonal and communication skills • Computer literacy (familiarity with hospital clerical systems). • Excellent telephone manner • Flexibility and ability to adapt to changing priorities. • Excellent time management skills

	<ul style="list-style-type: none"> High attention to detail
Salary/Award:	Health and Allied Services, Managers and Administration Officers Agreement.
First Nations:	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.
Continuous Quality Improvement:	<ul style="list-style-type: none"> Demonstrate a commitment to best practice. Take responsibility for own practice and share accountability for maintaining a system that provides safe, high quality health care. Participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. Be familiar with Health Service-wide and department specific 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>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.</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 best care experience.</p>
Privacy and Confidentiality:	<p>SHDH is 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

	<p>work.</p> <ul style="list-style-type: none"> • 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:	Nov 2019, April 2021, January 2022
Current:	Feb 22, June 25
Managers Name:	NUM Subacute
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