



**Inclusive**

**Compassionate**

**Progressive**

**Accountable**

## PALLIATIVE CARE – Administration Support

Part-time Position

60 hours fortnight .75 eft

Monday, Tuesday, Thursday & Fridays

Swan Hill District Health are seeking a person who is suitably qualified & experienced in administrative support, to join our Community Based Palliative Care Team.

In this role you will play a key role in providing administrative support to clinicians who deliver community-based palliative care to community-based clients, to enable them to live their best lives at home.

The role will include liaising with clients, the provision of administrative support and handling of confidential and sensitive client information, with adherence to policies, procedures and protocols within Swan Hill District Health.

The role may include duties that extend to other non-core based administrative tasks, upon the request and at the direction of your supervisor in charge, to enable the community-based care model to be functional and effective within Community Palliative Care.

We are looking for applicants that have passion with purpose and are driven by excellence. Demonstrated attributes of empathy and compassion whilst engaged in administrative duties, are central to the successful execution of this role.

### About You:

- 1+ years' experience in an administrative role, working in a community-based setting
- Excellent communication skills & attention to detail with a high level of accuracy in administrative tasks
- Demonstrated people skills with the ability to communicate to clients and their families in a sensitive, compassionate and empathetic way
- Current, full Australian driver's license
- Ability to work autonomously and within a multi-disciplinary team
- A general understanding of service delivery in a healthcare setting, or willingness to learn

### Requirements:

- Current National Police Check & Working with Children's Check
- Complete Vaccinations & up to date 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        | ◆Discounted Corporate gym memberships   |
| ◆Free onsite car parking    | ◆Professional Development opportunities |
| ◆Salary Sacrifice/Packaging | ◆Employee Assistance Program            |

**Applications**, including **Application for Employment** form, **Cover letter**, **(CV) Resume** and response to the **key selection criteria** can be emailed to [employment@shdh.org.au](mailto:employment@shdh.org.au).

Full position descriptions containing the key selection criteria & application for employment form can be found 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 Merridee Taverna, Palliative Care NUM, Ph: (03) 5033 9236 or E: [mtaverna@shdh.org.au](mailto:mtaverna@shdh.org.au)

*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>Palliative Care – Administration Support</b>
<b>Classification:</b>	HS1A (Grade 1A-Grade 1 level 4)
<b>Department:</b>	Community Palliative Care Services
<b>Reports to:</b>	Nurse Unit Manager-Community Palliative Care
<b>Position Summary:</b>	<ul style="list-style-type: none"><li>• Supports department in a manner that encourages efficiency, harmony and productivity.</li><li>• Knowledgeable in office administrative tasks and supportive in meeting the requirements of the Palliative Care Department.</li><li>• Excellent record keeping skills.</li><li>• Monday, Tuesday, Thursday &amp; Friday 0830-1630 hrs</li></ul>
<b>Responsibilities:</b>	<p><b>Grade 1A Work Level Standard</b></p> <ul style="list-style-type: none"><li>• Employees are expected to input and extract data, provide basic information and occasionally produce reports. They will be required to balance the operation of a number of clerical systems.</li><li>• The roles are required to analyse situation and/or information, clearly and accurately communicate information. Discretion is limited and bound by existing system procedures and protocols. Outcomes are monitored by a supervisor or audited by a work system.</li><li>• The system content is factual, involving standard and predictable transactions. Roles may work within mixed teams and employees are expected to work cooperatively with others. Employees may rotate through a variety of tasks, as determined by managers, to provide varied work and achieve work area outcomes.</li><li>• Employees at this level may be asked, from time to time, to provide induction training for Employees at this level.</li><li>• These positions require a good understanding of hospital systems. Employees at this level are expected to understand hospital procedures, information requirements and protocols so they can be communicated and supportively to members of the public.</li></ul> <p><b>Indicative Processes</b></p> <p><b>Outcome:</b> The Department is supported by a competent friendly and professional clerk who enables nursing staff to focus on care delivery.</p> <p><b>Performance Indicators:</b></p> <ul style="list-style-type: none"><li>• Performs duties as requested by the Nurse Unit Manager/Associate Nurse Unit Manager/Registered Nurse.</li><li>• Communicates with patients and visitors in a professional manner.</li><li>• Relevant patient/client lists and other unit specific communication sheets are updated and completed.</li><li>• Telephone calls are responded to promptly and callers referred to appropriate personnel.</li><li>• Proficient use of Palcare software program.</li><li>• Enter referrals onto Palcare system and attend admission documentation.</li><li>• Scanning of all documents relevant to each patient and upload to electronic file and Palcare.</li></ul>

	<ul style="list-style-type: none"> <li>• Relevant statistics are collected and collated and data entry is accurate and timely.</li> <li>• VINAH monthly reporting to be submitted to the Dept of Health.</li> <li>• CLIP audit to be attended each quarter and submitted to the Dept of Health.</li> <li>• Word processing requirements within the department are met in a timely and accurate manner.</li> <li>• Accounts are attended to on a timely manner utilising Oracle and the finance department as needed.</li> <li>• Patient histories are returned promptly to Health Information Services on completion of the episode of care.</li> <li>• Stock levels are checked and ordered as directed by Nursing Staff.</li> <li>• Equipment loans to be entered on Palcare upon dispatch and return and liaise with relevant courier as required.</li> </ul> <p><b>Other:</b> Ensure your work area provides a safe and neat working environment. Participates in orientation of new staff to the Ward/Department/Unit particularly relating to telephone, mobile telephones and clerical support function.</p> <p><b>Legal Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Maintains accurate records and statistics.</li> <li>• Maintains strict confidentiality of all personal information.</li> </ul> <p><b>Safety Responsibilities:</b> It is the responsibility of each Clinical Services Division staff member to:</p> <ul style="list-style-type: none"> <li>• Report accidents, incidents and potential hazards promptly to their departmental head;</li> <li>• Be familiar with emergency and evacuation procedures;</li> <li>• Comply with Occupational Health &amp; Safety requirements;</li> <li>• Take reasonable care of the health and safety of others.</li> </ul> <p><b>Inservice Education:</b> It is the responsibility of each staff member to:</p> <ul style="list-style-type: none"> <li>• Attend an annual infection control update;</li> <li>• Attend an annual fire extinguisher demonstration.</li> </ul>
<b>Key Selection Criteria</b>	<ul style="list-style-type: none"> <li>• VCE or equivalent.</li> <li>• Advanced computer skills.</li> <li>• Previous experience in health administration or equivalent.</li> <li>• Excellent interpersonal skills.</li> <li>• Current National Police Record Check</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 immunisation for all vaccine preventable illnesses.</li> </ul>
<b>Salary/Award:</b>	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>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</li> </ul>

	<p>improving patient outcomes and maintaining accreditation standards.</p> <ul style="list-style-type: none"> <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 to adhere to Swan Hill District Health'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>	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
<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>	<p>Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.</p>
<b>Review:</b>	<p>Completion of My Work Plan on a yearly basis.</p>
<b>Previous Revision dates:</b>	<p>July 2016, Sept 2017, Feb 22</p>
<b>Current:</b>	<p>May 25</p>
<b>Managers Name:</b>	<p>Merridee Taverna</p>

<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><u>Phone</u></b>	<b><u>Email</u></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)