



**Swan Hill
District Health**



Inclusive

Compassionate

Progressive

Accountable

**ADMINISTRATION OFFICER
Jacaranda Lodge
(HS2-HS21)
Full-Time - 76 hours fortnight**

We are seeking enthusiastic, highly motivated and suitably skilled individuals to join our Jacaranda Lodge-Aged Care team at Swan Hill District Health. In this role, you will provide dedicated administrative and reception support solely within the Jacaranda Lodge reception area. We focus on delivering outstanding, patient-centred customer service during core office hours of Monday to Friday, 8.30am to 4:36 pm (with occasional flexibility as needed).

Position Summary

- Ensuring efficient client data management, appointment coordination and reporting accuracy ensuring privacy and confidentiality
- Assisting with staff rostering, onboarding and personnel file management.
- Coordinating with admission, discharges, handling mail and correspondence and managing reception duties.

Key Selection Criteria

- 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.

Applications including the names of two 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 Rebecca Durgadevi, Jacaranda Director of Nursing on Phone: 5033 9400 or Email: rdurgadevi@shdh.org.au

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.

Swan Hill District Health reserve the right to interview and appoint candidates prior to this position closing

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.



Position:	Administrative Officer -Aged Care Services
Classification:	HS2-HS21
Department:	Jacaranda lodge & Logan Lodge
Reports to:	Jacaranda Director of Nursing & Logan Nurse Unit Manager
Position Summary:	<ul style="list-style-type: none">• Ensuring efficient client data management, appointment coordination and reporting accuracy ensuring privacy and confidentiality• Assisting with staff rostering, onboarding and personnel file management.• Coordinating with admission, discharges, handling mail and correspondence and managing reception duties.
Responsibilities:	<p>Key Responsibilities</p> <ul style="list-style-type: none">• Employee 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.• The roles are required to analyze situation and or information, clearly and accurately communicate information. Discretion is limited and bound by existing system procedures and protocols.• 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 to provide induction training for Employees at this level. This position requires a good understanding of organization systems.• Employees at this level are expected to understand organization procedures, information requirements and protocols so they can be communicated and supportively to members of the public. <p>Administration</p> <ul style="list-style-type: none">• Admission and discharge, including leave management for individuals in MANAD, organize admission package including staff orientation package.• Assist in preparation of facility audits (e.g. quality, infection control, food safety etc. as requested• Monthly care statements to the individuals or representative• Audit and order clinical or office supplies as required including organize quote as directed by line manager• Ensure individual filing are kept in order• Scanned individual documents in MANAD• Assist with organizing and distributing mail.• Organize login for external staff, new employees and agencies including onboarding of the staff• Conduct meeting minutes and organize meeting as directed by line manager• Individual photos in MANAD and MedSig are updated annually• Tier 1 meeting record are upload in weekly manner <p>Legal Responsibilities</p> <ul style="list-style-type: none">• Maintains accurate records and statistics.• Maintains strict confidentiality of all personal information.• Understands Health Information processes <p>Inservice Education</p> <p>It is the responsibility of each staff member to:</p> <ul style="list-style-type: none">• Attend an annual Infection Control update.• Attend an annual Fire Extinguisher Demonstration.• Attend to Mandatory Training as identified for the role employed. <p>Reception Desk and Telephone Enquiries:</p>

	<ul style="list-style-type: none"> • Greets customers' promptly face to face or on a telephone call and direct to appropriate district nursing staff member, returns phone calls in a timely manner. • Incoming calls with messages are written and forwarded to appropriate district nursing staff member
Key Selection Criteria:	<ul style="list-style-type: none"> • Rostering experience highly desirable • MANAD and Dimension experience • High level of administrative skills and demonstrated ability to plan, set priorities and organize workload in order to meet deadlines. • Experience in operating software packages and data entry. • Ability to work in a team environment and attend to other duties as directed. • Excellent organizational skills. • Attention to detail. • Ability to interact with clients, members of the public, and other SHDH employees in a polite and professional manner. • Ability to work accurately and neatly. • Ability to work without supervision. • Good presentation and a pleasant manner. • Advanced Computer Skills in Microsoft Suite and ability to learn and apply other programs. • High level written and oral communication skills. • Experience in an administrative role and customer service environment • Current National Police Check • National Disability Insurance Scheme (NDIS) check • Evidence of immunization records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers) through either documentation of copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.
Salary/Award:	Health and Allied Services, Managers and Administration Officers Agreement (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE
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 honor their connection to the land and water.
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
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>We recognize 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:	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>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 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>
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 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:	Aug 2025
Current:	
Managers Name:	Rebecca Durgadevi Anup Jose
Managers Signature:	
Employees Name:	
Employees Signature:	



Position Applying for:	
How did you hear about this vacancy?	<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.....

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

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

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)