



Inclusive

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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 Kath Curran, Nurse Unit Manager – Emergency Department E: kacurran@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.

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: 1st May 2026

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:	Administration Support (Ward Clerk) - Emergency Department
Classification:	HS1
Department:	Emergency Department
Reports to:	Nurse Unit Manager Emergency
Position Summary:	To act as main receptionist/switchboard for the hospital on after hours/weekends/public holidays. Input and keep information up to date in the Emergency Department system (EDIS). To retrieve records required by Emergency Department or the Wards. To process any admissions that occur through the Emergency Department. Complete EDIS reports. Act as the Communications Co-coordinator for emergency codes.
Responsibilities:	<p>Act as main receptionist/switchboard for the health service</p> <ul style="list-style-type: none"> Attend to any incoming calls Act as main reception for the health service after hours– answer patient and visitor enquiries. <p>Input and update information in EDIS</p> <ul style="list-style-type: none"> Accurately enter all emergency department presentations into the EDIS computer system. <p>Retrieve records required by Emergency Department or the Wards</p> <ul style="list-style-type: none"> Check where medical record is tracked on iPM computer system Retrieve the record Dispatch record to new location and service point on iPM. <p>Process any admissions that occur through the Emergency Department</p> <ul style="list-style-type: none"> Visit the patient in the Emergency Department and undertake the full admission procedure. Inform the patient about their election choices (public/private etc), including the Simplified Billing option, and ensure they sign the appropriate admission forms. Enter the admission into the Patient Administration System (iPM), ensuring all data is accurate and complete. Retrieve the patient’s medical record Prepare wristbands, labels, registration forms etc. <p>Complete EDIS reports (weekend days only)</p> <ul style="list-style-type: none"> Complete all Admission screen details for the previous day. Daily Statistics Report Send Discharge Summaries(letter) to GP’s Nurse Times Excess Wait Times Error Report Submission, as required to be sent Ambulance Times Daily List Medical and Surgical Consults <p>Other Responsibilities:</p> <ul style="list-style-type: none"> Produce repeat labels as requested from the wards. Act as the Communications Co-coordinator for emergency codes.

	<ul style="list-style-type: none"> • Other tasks as required
Key Selection Criteria	<ul style="list-style-type: none"> • Excellent communication and computer skills • Adaptable to new computer programs • Ability to multi task and priorities • Team player • Excellent attention to detail • Adaptable to a high pressure and fast pace environment • Applicants must be reliable, flexible, available to cover leave and have the ability to cover at short notice • Current National Police check • 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.
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.
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>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 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>

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 work. • 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:	Sept 2017, July 2018, June 2019, June 2020
Current:	October 2021
Managers Name:	Kath Curran
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	
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General Information

Name			
Address			
Contact	<u>Home phone</u>	<u>Mobile</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

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