



Swan Hill
District Health

Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Swan Hill District Health Administration Support 45.6 Hours Per Fortnight – 0.6 FTE Monday, Tuesday & Wednesday

Are you looking for a rewarding career that allows you to combine your professional skill and passion for delivering excellent level customer service to a diverse range of people? An exciting opportunity has become available for an enthusiastic and motivated person to work as part of our Administration Support team which has a focus of providing the highest level of outstanding customer service around patient centred care. Our core office hours being Monday to Friday, 8.00am – 5.00pm.

About the role:

- Maintain the telephone switchboard for the Health Service for both internal and external calls.
- Greet patients and visitors in a courteous, efficient manner and determine the manner of their inquiries
- Provide a high level of customer service and communication to diverse patient/client base who present to SHDH reception areas.
- Provide administration support to Accounts Receivables and Accounts Payable.
- Provide administration support to the Chemotherapy Department, maintain patient records, book procedures.
- Assist with providing relief cover to areas under the management of the Administration Coordinator.
- Receipting into the Health Service's various accounting programs and bank reconciliation.
- End of day banking.
- General administration as required.

Key Selection Criteria:

- Excellent customer service skills with a high level of attention to detail.
- Well-developed verbal and written communication skills including the ability to communicate with a diverse client base.
- Work collaboratively and respectfully with others communicating openly and effectively within a team environment.
- Well-developed computer knowledge including Microsoft Office suite (Outlook, Excel, Word etc), data entry, ability to learn different software packages and/or Portals.
- High level of administrative skills with demonstrated ability to plan, prioritise and organise workloads.

About You:

- Previous experience in Administration Support roles.
- Current National Police Check & Working with Children's Check
- 2026 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

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 containing the key selection criteria & application for employment form 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 Lucy Millard, Acting Administration Co-Ordinator Finance, Ph.: (03) 5033 9316 or E: lmillard@shdh.org.au

Closing date 3rd July 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
Classification:	HS1
Department:	Finance
Reports to:	Administration Co-Ordinator, Finance
Position Summary:	<p>To assist in maintaining an efficient and smooth functioning of the Health Service where the patient is the centre of care.</p> <p>To provide administration support to the various departments within Swan Hill District Health, across all campuses and or Receptionist Duties where these are required.</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>
Responsibilities:	<ul style="list-style-type: none"> • Provide administrative support to various departments as needed. • Greet clients and personnel that present to reception areas in a courteous and efficient manner, determine the nature of their inquiry and direct them appropriately. • Answer incoming calls promptly and courteously and route as necessary. • Manage desk areas, including maintaining a clean and organised reception area. • Perform all tasks as set out in the operational procedures of the department where administration support is being provided. Including duties such as but not limited to scheduling appointments and calendars, distributing incoming mail and packages, assisting with data entry, filing and other clerical tasks, managing office supplies and ordering new supplies as needed, • Perform all duties with attention to detail and a continuous improvement ethos. • Learn and utilise relevant software and portals (e.g. My Aged Care Portal) as required to meet the requirements of the role. • Understand and adhere to all relevant SHDH policies and procedures. • Maintain a clean and safe workspace and be aware of OHS requirements and comply with them. • Work as an effective and cooperative team member at all times. • Other tasks as requested by Department Head/ Administration Co-Ordinator / Chief Finance Officer.
Key Selection Criteria	<p>Essential</p> <ul style="list-style-type: none"> • Excellent Customer service skills and attention to detail. • Well-developed verbal and written communication skills including ability to communicate with diverse clients attending Swan Hill District Health. The ability to show empathy and kindness under pressure.

	<ul style="list-style-type: none"> • High level of administrative skills and demonstrated ability to plan, set priorities and organise workload in order to meet deadlines. • Well-developed Computer knowledge including Microsoft Office suite (Outlook, Excel, Word), data entry and ability to learn different software packages and/or Portals. • Ability to operate under conflicting demands/delicate situations. • Ability to provide information to assist clients or refer them to appropriate services, either in the organisation or elsewhere. • Professional demeanor and appearance. • Ability to work independently as well as part of a team. • 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 immunisation for all vaccine preventable illnesses. <p>Desirable</p> <ul style="list-style-type: none"> • Previous reception experience, preferable within hospital/healthcare industry.
Salary/Award:	Salary in accordance with Health and Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025.
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:	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.

	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.
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 OH&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:	
Current:	March, 2023
Managers Name:	Administration Co-Ordinator, Finance
Managers Signature:	
Employees Name:	
Employees Signature:	