



Swan Hill
District Health
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Administration Support Lead

76 Hours per Fortnight – 1.0 FTE

(This is a temporary fulltime position covering a period of Parental Leave. This role is anticipated to be available until 30th August 2027, however, it is linked to the return of the substantive employee and may conclude earlier should they return from leave before the anticipated end date.)

We are seeking applications from experienced, highly motivated and dedicated Administration Support professionals to fill a 1.0 FTE parental leave position of **Administration Support Lead**. The Administration Support Lead will serve as primary point of contact for the Administration teams and Managers across Allied Health departments including Radiology and Community Care covering, Community Health, Community Rehabilitation and Counselling reception areas. The role provides leadership, support and coordination to ensure the delivery of efficient and high-quality administrative services across these areas. This position also forms part of the **Finance Administration Team**, supporting Accounts Payable functions,

This is a temporary fulltime position with core office hours being Monday to Friday, 8.00am – 5.00pm.

About the role

The Administration Support Lead is responsible for coordinating administrative rosters across the Allied Health and Community Care Departments, including managing planned and unplanned leave coverage and the completion of My Work Plans. The role also supports the recruitment, onboarding and training of new administration staff in collaboration with the Administration Coordinator and the People & Culture team.

Positioned within the Finance Department and reporting to the Administration Coordinator, the Administration Support Lead forms part of the Finance Administration Team and will undertake finance administration duties, including Accounts Payable functions, in line with departmental requirements.

This role requires exceptional organisational, time management, and multi-skilling capabilities with the ability to effectively balance competing priorities in a dynamic environment. The successful applicant will proactively develop, monitor, and review systems and processes to drive continuous improvement, enhance service delivery, and promote best-practice administrative operations.

We are a team committed to delivering outstanding customer service and supporting high-quality, patient centred care, The Administration Support Lead plays a key role in fostering a collaborative, responsive and service focused culture across all areas of responsibility.

Key Selection Criteria:

- Demonstrated experience leading, supervising and supporting a small administration team.
- Proven ability to work collaboratively and respectfully with colleagues, managers and stakeholders in a team orientated environment.
- Highly developed organizational and time managements skills, with the ability to prioritise competing demands, manage workloads effectively and identify practical solutions to challenges.
- Excellent interpersonal, written, verbal and non-verbal communication skills, with the ability to build positive working relationships across all levels of the organisation.
- Sound computer skills, including proficiency in Microsoft Office and Oracle applications with the ability to learn new systems quickly.

- Experience in finance administration and/or Accounts Payable function would be highly regarded.

About You:

- Previous experience working within the public health sector is highly desirable.
- 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 | ◆Discounted Corporate gym memberships |
| ◆Free onsite car parking | ◆Professional Development opportunities |
| ◆Salary Sacrifice/Packaging | ◆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 Jen Bellinger, Administration Co-Ordinator Finance, Ph.: (03) 5033 9316 or E: jbelling@shdh.org.au

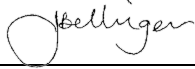
Closing date 9am, Friday 24th July 2026

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 LEAD 1.0FTE – (Hours negotiable between Monday – Friday: 8.00am-5.00pm)
Classification:	HS2
Department:	FINANCE
Reports to:	ADMINISTRATION COORDINATOR
Position Summary:	The Administration Support Lead plays a crucial role in providing leadership and direction to HS1- HS17 Administration Support staff by achieving a high standard of support to Radiology and Community Care (Allied Health, Community Health, Community Rehabilitation and Counselling Departments) Reception Areas. The Administration Support Lead will be the initial point of contact for the administration teams across these departments and/or reception areas. This position requires strong organizational and multitasking abilities. The Administration Support Lead will coordinate rosters for Reception areas across Radiology and Community Care (Allied Health, Community Health, Community Rehabilitation and Counselling) Departments including all planned and unplanned leave (e.g.: Annual Leave, Personal Leave, Long Service Leave etc.). Manage rosters in Kronos and approve timesheets in accordance with Payroll Policy. They will assist with recruitment and training of new staff in collaboration with the Administration Coordinator, People & Culture and Education Centre. The Administration Support Lead will be required to cover leave (planned/unplanned) of the Administration Coordinator. The Administration Support Lead will also assist with Finance Administration (Accounts Payable & Accounts Receivable) and Front Reception.
Responsibilities:	Key Performance Indicators (KPI's) will be established between the Administration Support Lead and the Administration Coordinator to support the following accountabilities and duties: • Ensure all admin support shifts in Radiology and all Community Care Departments are rostered appropriately with adequately trained staff. • Develop, maintain and support “cross skilling” across the administration support teams in Radiology and all Community Care Departments. • Provide and/or organise role specific training for new admin support staff (fulltime, part-time or casual) including arranging competency assessment where required. • Cover leave (planned and unplanned) in Radiology and Community Care Departments within the budgeted FTE. • Maintain, organise and approve wages timesheets for the Administration Coordinator to approve and submit to Pay Office. • Complete annual My Work Plans for admin support in consultation with the Administration Coordinator for Radiology and all Community Care Departments. • Ensure all mandatory and required training is completed by all admin support in Radiology and Community Care Departments. • Proactively develop, monitor and review all systems and processes to ensure best practice and continuous improvement. • Assist with recruitment of new Administration Support positions in consultation with the Administration Coordinator and People & Culture.

	• Orientation for new administration support staff including monitoring probation periods and ensuring any performance issues are escalated to the Administration Coordinator. • Be the first point of contact for Managers and employees matters relating to administration support for Radiology and Community Care (Allied Health, Community Health, Community Rehabilitation and Counselling) Departments. • Assist with Accounts Payable, Accounts Receivable and Front Reception as part of the Finance Administration Team. • Perform all tasks with a high level of attention to detail. • Ability to work as an effective and contributing member of the team, including willingness to attend to other duties as directed by the Administration Coordinator and/or the Executive Director of Corporate Programs • Ensure SHDH meets NSQHS and Aged care Quality Standards.
Key Selection Criteria:	• Experience managing a small administration support team. • Ability to work collaboratively and respectfully as part of a team. • Ability to work under pressure. • Experience in providing excellent customer service in a professional manner. • Ability to maintain high levels of confidentiality. • Demonstrated high level of interpersonal skills and communication (written, verbal & non-verbal). • Demonstrated strong organisation skills with ability to prioritise and organise workloads. Ability to think “outside the box”. • Demonstrated high level of competency in the use of software applications such as Windows and Microsoft Office. • Current National Police Check and Working with Children’s Check (If applicable). • 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. Desirable: • Previous experience in Administration Support in a healthcare environment.
Salary/Award:	Health and Allied Services, Managers and Administrative Workers (Victoria 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.
Infection Control:	• 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 minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Continuous Quality Improvement:	• 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:	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. 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.
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. SHDH have zero tolerance to child abuse. Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.
Our Purpose:	Connected Care / Best Experience 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.
ADMINISTRATION COORDINATOR	ADMINISTRATION COORDINATOR
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	RESPONSIBILITIES: It is the responsibility of every staff member to: • 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:	8th October 2025
Current:	
Managers Name:	Administration Coordinator Jen Bellinger
Managers Signature:	
Employees Name:	
Employees Signature:	