



**Swan Hill
District Health**
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Administrative Officer (Ward Clerk) - Aged Care

Part Time or Casual Opportunity

Join our dedicated Aged Care team at Swan Hill District Health and play a vital role in supporting the delivery of high-quality care for older people.

The Position

We are seeking an organised, professional and friendly Administrative Officer (Ward Clerk) to support the day-to-day operations of our aged care service.

In this diverse role, you will maintain accurate records, coordinate appointments, prepare reports, support staff rostering and onboarding activities, assist with admissions and transfers, and manage correspondence. You will also serve as a welcoming first point of contact for individuals in care, families, visitors and staff.

This is an excellent opportunity for someone who enjoys a fast-paced, people-focused environment and takes pride in providing exceptional administrative support.

You Bring:

- Experience in administration, reception, ward clerk or customer service roles.
- Excellent organisational and time management skills with the ability to manage competing priorities.
- Strong communication and interpersonal skills with a professional and customer-focused approach.
- High attention to detail and confidence using Microsoft Office and electronic information systems.
- Experience with rostering, workforce administration, MANAD, Dimension or similar systems (desirable).

Mandatory requirements (remove or add as per position description)

- Current National Police Check, or will to obtain.
- Working with Children's Check, or will to obtain.
- NDIS worker screening check, or will to obtain.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers).

About Swan Hill: Swan Hill is situated in North-West Victoria. Located on the beautiful banks of the Murray River with multiple tourist attractions and community events in the surrounding region.

About Swan Hill District Health: 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. At Swan Hill District Health (SHDH), our vision is to provide connected care, best experience for our community. SHDH is a compassionate, family friendly employer where every employee is a valued team member. Whilst encouraging and supporting work/life balance, SHDH also provides:

- ®A dynamic workplace
- ®Discounted Corporate gym memberships
- ®Salary Sacrifice/Packaging
- ®Professional Development opportunities
- ®Employee Assistance Program

Attract Connect Stay; our community are excited to see you and your family arrive. Let us help you connect; schools, partner employment, clubs, housing and the things that matter to you when building your new life.

To apply for this position please email your Cover letter responding to the Key Selection Criteria and up-to-date CV, to employment@shdh.org.au.

You will find the position description on our website – [Vacant positions](#)

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. If you require any reasonable adjustments to the recruitment process or the role, please let us know by contacting employment@shdh.org.au

Applications close: 9th October 2026

Swan Hill District Health reserve the right to interview and appoint candidates prior to this date.



Position:	Administrative Officer (Ward Clerk)
Classification:	HS2-HS21
Department:	Aged Care Services (Jacaranda lodge & Logan Lodge)
Reports to:	Jacaranda Director of Nursing & Logan Nurse Unit Manager
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.
Responsibilities:	Key Responsibilities • 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. Administration • 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 Legal Responsibilities • Maintains accurate records and statistics. • Maintains strict confidentiality of all personal information. • Understands Health Information processes

	Inservice Education It is the responsibility of each staff member to: • Attend an annual Infection Control update. • Attend an annual Fire Extinguisher Demonstration. • Attend to Mandatory Training as identified for the role employed. Reception Desk and Telephone Enquiries: • 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:	• 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) Workers Screening 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:	• 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:	• 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 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.
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.
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 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.
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:	
Current:	September 2026
Managers Name:	Anup Jose – Logan Lodge NUM Jane Persic – DON – Jacaranda Lodge
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

General Information

Name

Address

Contact

Home phone

Mobile

Email

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