Swan Hill District Health
Connected Care. Best Experience.



Inclusive	Compassionate	Progressive	Accountable

ADMINISTRATION SUPPORT - CASUAL

(Finance Department)

(HS1)

A casual position is available for an Administration Support Casual to join our enthusiastic team of Health Professionals in the Finance Department at Swan Hill District Health.

The Position

This role offers the opportunity to gain experience across a variety of departments and reception areas within SHDH while developing valuable skills and career pathways within the public health sector.

As part of our Administration Support team, you will provide relief coverage across various departments to support annual leave, long service leave and unplanned personal leave. Our team is committed to delivering outstanding customer service and patient centered care, with core working hours between **Monday to Friday, 8.00am to 5.00pm**.

Key responsibilities include:

- Providing reception services in a fast-paced healthcare environment across multiple reception areas.
- Greeting patients, visitors and stakeholders in a courteous, professional and efficient manner, directing enquiries appropriately.
- Delivering a high standard of customer service and communication to a diverse range of clients.
- Accurately maintaining financial information and patient records in accordance with relevant privacy legislation, organizational policies and confidentiality requirements.

You Bring

- Completion of at least Year 11, or its equivalent that is relevant to the field of practice.
- Strong administrative and organisational skills, with the ability to effectively plan, prioritise and manage workloads.
- Highly developed customer service and interpersonal skills.
- The ability to work collaboratively within a multidisciplinary team environment.

Mandatory requirements

- Current National Police Check, or will to obtain.
- Working with Children's 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.

Apply for this Position via our SHDH Website link: SHDH Apply for this Job providing:

- Completed Application for Employment Form
- Cover letter addressing the selection criteria (included in the Position Description on our website)
- Current Curriculum Vitae

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: 13th December 2026

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

Position:	**Swan Hill District Health – Casual Administration Support**
Classification:	HS1
Department:	Finance
Reports to:	**Administration Co-Ordinator, Finance**
Position Summary:	To assist in maintaining an efficient and smooth functioning of the Health Service where the patient is the centre of care. To provide administration support to the various departments within Swan Hill District Health, across all campuses and or Receptionist Duties where these are required. 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. The Administration Support role will operate within clearly defined systems and processes and work in consultation with the Department Manager within the unit were administration support is being provided. Other duties as requested by the Administration Co-Ordinator.
Responsibilities:	• 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 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 Manager / Administration Co-Ordinator / Chief Finance Officer.
Key Selection Criteria	**Essential** • 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. • 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. **Desirable** • 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.
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. 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.
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:	**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 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:**	 July, 2023
Managers Name:	Administration Co-Ordinator, Finance
Managers Signature:	
Employees Name:	
Employees Signature:	

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APPLICATION FOR EMPLOYMENT FORM

(To be attached to application)

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