

# Position Description

## ADMINISTRATION OFFICER

Vision: To enrich the health and wellbeing of the community

NAME _____	
<b>REPORTS TO</b>	Corporate Services Manager
<b>AREA OF RESPONSIBILITY</b>	<p>Responsible for the effective and efficient operation of all procedures and processes in relation to the management of the administrative functions of the health service.</p> <p>Being the first point of contact for all health services enquiries the administration role is expected to provide the highest level of customer service to ensure that effective and efficient administrative support is provided across all health service operations.</p>
<b>ESSENTIAL</b>	Possess excellent customer service skills with an aptitude for learning and adapting to a changing work environment.
<b>DESIRABLE</b>	<p>Formal qualification in Business, Administration or IT.</p> <p>Knowledge of Studer and People Excellence Every Time (PEET).</p>
<b>SAFETY AND QUALITY</b>	<p>The Administration Officer has a responsibility to ensure the safety and quality of all BDH clients and residents by participation and adherence to the BDH Quality &amp; Safety program. The Administration Officer will;</p> <ul style="list-style-type: none"> <li>• Demonstrate a sound knowledge of BDH's Risk management policies &amp; procedures and be able to recognise and report any identified risks while performing day to day duties.</li> <li>• Model behaviour that supports the organisations commitment to safety, quality and person centred care.</li> </ul>
<b>CLASSIFICATION</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Enterprise Agreement 2016 - 2020
<b>HOURS OF WORK</b>	As per contract

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<p><b>CORE VALUES</b></p>	<p><b>Impartiality</b>  <i>All decisions will be made objectively considering all relevant and known facts</i>  <i>All people will be treated equally and fairly, recognising individual abilities</i>  <i>Client focus</i>  <i>Be an advocate for our clients</i>  <i>All information related to persons and BDH will be treated as confidential</i>  <i>Demonstrates personal standards of consistency, tolerance and patience</i></p> <p><b>Accountability</b>  <i>Carryout work practices in a responsible and ethical manner</i>  <i>Actively support and communicate with members of the team</i>  <i>Share knowledge and achievements</i>  <i>Actively encourage a workplace free from bullying, harassment and discrimination</i>  <i>Promote a culture of learning; encourage innovation in the workplace</i>  <i>Monitors the impact of one's own behaviour on others</i>  <i>Shows excellence in best practice and adheres to BDH policies and procedures</i>  <i>Works with a team focus</i></p> <p><b>Integrity</b>  <i>Maintain a sense of humour, warmth and tolerance and is truthful</i>  <i>Perform work in a courteous, efficient and professional manner</i>  <i>Respect, support and value work colleagues</i>  <i>Recognise and support other people's differences</i>  <i>Supports a "no blame" culture in reporting incidents and helping to resolve them</i></p>
<p><b>KEY SELECTION CRITERIA</b></p>	<p><b>KSC 1</b>  Sound administration knowledge to ensure BDH maintains high standards of record keeping and administrative processes that follow BDH policies and procedures.</p> <p><b>KSC 2.</b>  Proven time management and prioritisation skills.</p> <p><b>KSC 3.</b>  Thorough knowledge and experience in quality improvement processes and understanding of the Australian Quality Health Standards.</p> <p><b>KSC 4.</b>  Evidence of commitment to ongoing professional development.</p> <p><b>KSC. 5</b>  High level communication skills both written and verbal and proven ability to be able to liaise and work in a multidisciplinary team.</p> <p><b>KSC 6.</b>  Active management of BDH financial systems.</p>

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Key Responsibility Area 1	DESCRIPTION
<p><b>Personal &amp; Professional Development</b></p> <p><i>Demonstrated experience and understanding of the need for continuation of both personal &amp; professional development.</i></p>	<ul style="list-style-type: none"> <li>• Maintain a contemporary knowledge base of changing administrative requirements in order to provide a high level of safe and effective person centred care.</li> <li>• Maintain all mandatory competencies and be actively involved in other training and development activities as required to ensure service delivery meets the strategic needs of the health service.</li> <li>• Attend to monthly Roundings.</li> <li>• Demonstrate active participation in the annual performance appraisal process.</li> </ul>
Key Responsibility Area 2	DESCRIPTION
<p><b>Customer Service</b></p> <p><i>Evidence of positive feedback and consumer satisfaction.</i></p>	<ul style="list-style-type: none"> <li>• Work as the first point of contact for all organisational enquiries providing professional, efficient and friendly customer service.</li> <li>• Foster a culture of person centred care. This is achieved by excellence in customer service, identifying that customers include patients, visiting health professionals, all staff employed by the Health Service, visitors, contractors, students, volunteers and the community.</li> <li>• Act as a resource for staff, patients &amp; their families by promoting supportive relationships based on person centred care.</li> <li>• Effective communication between the client/resident/patient, carers &amp; other health professionals in a sensitive &amp; professional manner.</li> <li>• Demonstrated commitment to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs.</li> <li>• Maintain confidentiality on all issues relating to the organisation, patients &amp; colleagues.</li> </ul>
Key Responsibility Area 3	DESCRIPTION
<p><b>Administration &amp; Documentation</b></p> <p><i>Through the use of BDH processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.</i></p> <p><i>Department is managed within budget</i></p>	<ul style="list-style-type: none"> <li>• Ensure that all documentation is accurate, meets the requirements of the health service and completed in a professional and timely manner.</li> <li>• Actively participate in relevant committees and prepare and submit reports as required by the Administration Manager.</li> <li>• Ensure that daily checklists, quality audit tools are completed as required.</li> <li>• Any other duties as directed.</li> <li>• Demonstrated ability to accurately estimate resource requirements for particular tasks.</li> </ul>

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Key Responsibility Area 4	DESCRIPTION
<p><b>Technical Skills and Application</b></p> <p><i>Demonstrated knowledge and application of the skills required for this position.</i></p> <p><i>This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>Working knowledge of confidentiality principals where related to all general customer enquiries, medical records and staff information.</li> <li>Accurately complete data entry tasks in a timely manner e.g. Menu input and end of month processes.</li> <li>Where required provide administrative support to the Finance Officer to ensure accurate records of patient transactions.</li> <li>Liaise with the Finance Officer to ensure accurate financial systems are maintained to support reconciliation processes e.g. petty cash.</li> <li>Ensure Medical Records are maintained and stored according to BDH policies.</li> <li>In accordance with BDH policies, complete relevant documentation relating to medical records including filling and storage.</li> </ul>
Key Responsibility Area 5	DESCRIPTION
<p><b>Teamwork &amp; Communication</b></p> <p><i>Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of BDH.</i></p>	<ul style="list-style-type: none"> <li>Demonstrated ability to communicate clearly and effectively with all customers whether it be face to face, over the phone or via email.</li> <li>Demonstrated ability to work consistently as a productive team member to achieve team outcomes. Provide a supportive attitude towards changing work practices.</li> <li>Foster effective working relationships within departments and between departments and resolve any conflict in accordance with BDH procedures and values.</li> <li>Ensure communication to all staff and stakeholders is inclusive and consistent.</li> <li>Participate in staff orientation, education &amp; development as required.</li> </ul>
Key Responsibility Area 6	DESCRIPTION
<p><b>Quality / Safety and Risk Management</b></p> <p><i>Commitment to ensuring quality services are delivered to both internal &amp; external clients through the quality, safety and risk management system.</i></p> <p><i>Act in accordance with all relevant external legislation and internal BDH policies and procedures that relate to this position and the organisation.</i></p>	<p>Understands the importance of the quality &amp; safety system at BDH &amp; assume responsibility for the delivery of the systems through;</p> <ul style="list-style-type: none"> <li>Contribute towards ideas for innovation and improvement in all administration functions with a clear focus on customer outcomes and Accreditation Standard requirements.</li> <li>Working knowledge of the BDH OH&amp;S &amp; manual handling policies &amp; procedures with an emphasis on promoting compliance amongst the team.</li> <li>Active participation in quality improvement activities.</li> <li>Actively participate in staff meetings &amp; professional development programs.</li> <li>Attends to mandatory training.</li> <li>Skills to be competency assessed by attending face to face education or online education.</li> <li>Actively shows participation in change management.</li> <li>Demonstrated knowledge of the Fire Safety &amp; Evacuation procedure.</li> </ul>

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Performance Indicators	
<p>The Administration Officer performance will be monitored against the following indicators:</p> <ol style="list-style-type: none"> <li>1. Evidence that comprehensive administrative procedures is provided which is consistent with a patients/residents care planning</li> <li>2. Best practice is being delivered and documented in patient/resident records</li> <li>3. Proof of promotion, leadership and team work on actions supportive of BDH maintaining accreditation under the Aged Care and National Safety and Quality Health Standards</li> <li>4. Verification of the provision of a positive work place environment that shows professional conduct and communications with other health stakeholders.</li> <li>5. Active engagement, oversight and involvement in BDH finance processes, systems and documentation.</li> <li>6. Achievement of duties as assigned by the Administration Manager.</li> </ol>	
<b>Actively participates in role modelling above/below the line behaviours supporting the team to bring behaviours above the line.</b>	
Principle/Value	Associated Behaviours
Services are client focused	<ul style="list-style-type: none"> <li>• Having the courage to question what we do</li> <li>• Determined to do the best job you can</li> <li>• Striving continuously to innovate and improve</li> <li>• Being professionally and enthusiastic</li> <li>• Maintaining client focus</li> </ul>
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> <li>• Showing compassion to all</li> <li>• Demonstrating empathy and understanding at all times</li> <li>• Working as a team and mentoring others</li> <li>• Providing encouragement to others</li> </ul>
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> <li>• Maintaining confidentiality and privacy at all times</li> <li>• Listening to others and accepting differences</li> <li>• Being punctual</li> <li>• Responding courteously</li> <li>• Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive</li> <li>• Demonstrating consistency in decision making</li> <li>• Treating people equally being considerate and understanding</li> <li>• Being collaborative and collegiate</li> </ul>
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> <li>• Being honest</li> <li>• Leading by example</li> <li>• Being responsible and accountable for your own actions</li> </ul>

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### PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Employee: .....Date : .....

Administration Manager..... Date: .....

Issued: September, 2009

Reviewed: May 2012,  
August 2013  
April 2014  
September 2016

Review	
3 Months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
Annual	<input type="checkbox"/>