

Position Description

Position Title:	Administration Support
Classification:	EBA, Level 5
Division:	Administration
Department / Unit:	Reception
Reports to:	Administration Manager
Salary and Conditions:	As per current MHPH Administrative and Support Staff Enterprise Agreement and National Employment Standards
Immunisation Risk Category:	Category B

Hospital Description

Mildura Health Private Hospital is a 51-bed private hospital including a 29 bed Medical / Surgical in-patient ward with two Enhanced Care beds and a Treatment Room; Day Procedure Unit; Day Oncology Unit; three operating theatres and partnership with Mildura Health Private Consulting. Specialities include Cardiology (pacemaker insertion), Dental, Ear Nose and Throat, General Medicine, General Practice, General Surgery, Gynaecology, Oncology, Ophthalmology, Oral & Maxillofacial, Orthopaedics, Palliative Care, Plastic / Reconstructive, Sleep Studies, Urology and Vascular.

Our Vision

Your health, your choice

Mission Statement

Providing life-long, exceptional health care when you need it

Our Values



Honesty

We act with uncompromising honesty and integrity in everything we do.



Fairness

We operate in accordance with the rules and an ethical framework.



Respect the Rights of Others

We show respect for the dignity of the individual and mutually respect and value each other.



Independence

We are independent in thought and action and understand the importance of Mildura Health's core responsibility as a good corporate citizen in our community and industry.

Position Summary:

The key focus of this role is to provide efficient and effective administration support across various departments within the hospital, including roles such as Ward Clerks, Medical Receptionists and Patient Fee Clerks.

Mandatory Requirements:

- Qualification in Certificate III in Business Administration or willingness to undertake.
- Previous experience in an administrative role involving clerical and customer service duties (desirable).
- Vaccination against COVID-19 is a mandatory requirement for all healthcare workers, and as such, all employees at Mildura Health Private Hospital.

Skills, Knowledge and Attributes:

- Computer literacy in particular Microsoft Word, Excel and Outlook.
- Excellent organisational skills.
- Willingness and ability to learn all areas of the hospital’s administrative roles.
- Excellent communication and customer service skills and commitment to providing quality service.
- Ability to understand and implement oral and written instructions and effectively communicate with others.
- The ability to work both individually and in a team environment.
- The ability to plan and prioritise workload.
- The ability to maintain confidentiality and privacy.
- High standard of personal hygiene, grooming and presentation.

Key Responsibilities:

- The role will support administrative and nursing staff as well as health professionals in various departments including Reception, Consulting, Banksia Ward, Day Procedure Unit and Oncology.
- Deliver customer focused service to patients, families and visitors by providing appropriate administrative assistance.
- Provide administrative tasks in a professional and timely manner.
- Maintain ward related records and databases as directed.
- Maintain adequate supplies of stationery.
- To timely make appointments where relevant.
- Answer telephones and assist the caller and/or direct to appropriate person in a professional manner.
- Maintain confidentiality of clients and hospital protocol.

Management:

- Contribute to the professional development of others including preceptorship of new staff and/or students on placement.
- Exercise economy in the use of resources, supplies and time.
- Actively participate in team meetings, staff forums and other meetings relevant to role and as requested by your manager.

Page 2 of 3	Author: K. Giddings	Approved by: CEO
Document Number: F01-14-69(2)		Date Approved: October 2021
Controlled Document, printed documents are uncontrolled.		

Professional Development:

- Participate in the hospital appraisal process.
- Complete mandatory competencies as directed and per the Training/Competency Calendar.
- Maintain and update knowledge and skills through regular attendance at education and training sessions and in-service education.
- Keep abreast of technology relating to the area.

Safety and Quality:

- Demonstrate an understanding of the MPPH Quality Management System and actively contribute to quality improvement activities and the hospital's plan to achieve organisational objectives.
- Understand, contribute to and participate in the hospital ISO certification process.
- Understand, contribute to and participate in the application of the National Safety and Quality Health Service Standards (NSQHS) applicable to MPPH.

Occupational Health and Safety:

- Follow safe work practices and comply with the Hospital's Occupational Health and Safety policies and procedures and legislation, proactively reporting policies, hazards, incidents and injuries to manager
- Make proper use of all safeguards, safety devices and personal protective equipment.
- Take appropriate care to protect the health and safety of self and others.

Signed Employee:	Date:
Signed DCS / CSM / CEO:	Date: