

## Position Description

<b>Position Title:</b>	Administration Support
<b>Supervisor/Manager Reports to:</b>	Administration Manager
<b>Department:</b>	Administration
<b>Qualifications:</b>	Desirable: Certificate III in Business Administration or other formal training.
<b>Experience:</b>	Essential: Over two years' experience in an administrative role, involving clerical and customer service duties.  Desirable: <ul style="list-style-type: none"> <li>• Previous experience in hospital / clinical environment.</li> <li>• Awareness of National Safety and Quality Health Service Standards.;</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Computer literacy in particular Microsoft Word, Excel and Outlook</li> <li>• Excellent organisational skills.</li> <li>• Willingness and ability to learn all areas of the hospital's administrative roles.</li> <li>• An understanding of and commitment to patient confidentiality.</li> <li>• Excellent communication and customer service skills and commitment to providing quality service.</li> <li>• Ability to understand and implement oral and written instructions and effectively communicate with others.</li> <li>• The ability to work both individually and in a team environment.</li> <li>• The ability to plan and prioritise workload.</li> <li>• The ability to maintain confidentiality and privacy.</li> <li>• High standard of personal hygiene, grooming and presentation.</li> </ul>

### Main Duties and Responsibilities

- The aim of this role is to provide back up support (staff leave, etc) to various administrative roles within the hospital, such as ward clerks, medical receptionists and patient fee clerks.
- 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.
- Attend department meetings in order to put forward ideas which contribute to the improvement of the department.

### 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

- 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 Mildura Health Private Hospital.
- Participate in Quality Improvement activities.

### Occupational Health and Safety

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

### Salary and Conditions

As per the current Mildura Health Private Hospital Administrative and Support Staff Enterprise Agreement, current Health Professionals and Support Services Award and the National Employment Standards (NES).

<b>Signed Employee:</b>	<b>Date:</b>
<b>Signed DCS / FM / CEO:</b>	<b>Date:</b>