

POSITION DESCRIPTION

Position Title	Administrative Assistant - NDIS, Social Support & Home Care Packages		
Division	Primary Healthcare	Unit	Community Services
Campus	Korumburra		
Classification	HS1A		
Award	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020		
Reports To	Community Services Manager		
Position Approved By	Director Primary Healthcare		

Position Outline:

Providing confidential administrative support to the NDIS, Social Support and Home Care Package Programs. Working with a diverse range of people, you are required to uphold GSHS values and ensure our patients and families are treated with respect and professional care.

This position has been identified as a “Risk Assessed Role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such, any offer of employment is subject to the provision of an NDIS Worker Screening Check prior to commencement.

In some circumstances, employment may commence if an application has been made for an NDIS Worker Screening Check and validated by this organisation, on the basis that a satisfactory, written risk management plan is in place, including direct supervision until such time an NDIS Worker Screening Check has been issued.

Divisional Context:

The Community Services Division at GSHS is a dynamic team of nurses, health professionals, allied health assistants and managers who provide a broad range of community-based services to the South Gippsland Shire, including:

- Planned Activity Groups (Social Support)
- Home Care Packages
- Social Work
- Disability Services
- Specialist Nursing Programs
- Drug Treatment Services
- Volunteer Coordination

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> • Continuous Improvement • Evidence Based Practise • Consistency of Practice • Innovative Practice • High Standards 	<ul style="list-style-type: none"> • Unwilling to Improve • Lack of Innovation • Non-Adherence • Inconsistency • Acceptance
Individuality	<ul style="list-style-type: none"> • Be Tolerant • Acknowledge Rights • Personalise • Support Individuals • Practice Self Care 	<ul style="list-style-type: none"> • Lack of Respect • Discriminating • Being Inconsiderate • Being Judgemental • Being Dismissive
Collaboration	<ul style="list-style-type: none"> • Value Teamwork • Involve Others • Actively Listen • Ask and Offer Solutions • Support Decisions and Change 	<ul style="list-style-type: none"> • Poor Communication • Criticising Others • Being Negative • Not Open • Withholding Information
Accountability	<ul style="list-style-type: none"> • Take Responsibility • Set Clear Expectations • Manage Performance • Results Focused • Ethically Bound 	<ul style="list-style-type: none"> • Blaming Others • Unethical Behaviour • Underperforming • Unreliable • Shirking Responsibility
Respect	<ul style="list-style-type: none"> • Respect People • Respect Privacy • Respect Property • Respect Views • Be courteous 	<ul style="list-style-type: none"> • Being Rude • Being Negative • Being Disrespectful • Being unhelpful • Disrespecting Property
Empowerment	<ul style="list-style-type: none"> • Take Initiative • Actively Participate • Ask Questions • Clarify Expectations • Empower Others 	<ul style="list-style-type: none"> • Authoritarian • Discrimination • Blaming Others • Not Sharing • Stifling Development

Key Responsibilities

- Provide administrative support for Managers and other staff as requested, including scheduling appointments, booking consulting rooms, telephony, typing and minute taking.
- Develop, maintain and keep appropriate filing systems.
- Ensure all organisational documentation is accurate, recorded, filed & completed in accordance to statutory and legislative requirements.
- Provide administrative support to managers in the administration of the programs and assist in other areas of the Agency when required.
- Ability to operate and care for all office equipment (photocopier etc.).
- Demonstrated ability to effectively and efficiently use and keep up-to-date with Microsoft Office products and software packages as appropriate.
- Provide typing, filing, mailing, correspondence, photocopying, etc.
- Provide high level of customer service, dealing professionally and promptly with internal and external clients, both face-to-face and through other forms of communication.
- Deal with clients in an empathetic manner, whilst maintaining the professional / client boundaries.
- Work as part of a team, working towards the achievement of team goals, working harmoniously to achieve service delivery excellence.

Key Selection Criteria:

Mandatory

- Current Police Check, Working with Children Check and NDIS Worker Screening Check
- Excellent typing skills including experience using Microsoft Office products (Word, Outlook, Excel, PowerPoint, Publisher).
- Demonstrated ability to provide standard office procedures, administration practices and skills.
- Demonstrated ability to organise all appointments, messages, correspondence and filing for the Home care packages, NDIS and social support as required.
- Ability to liaise with health care providers.

Desirable

- Experience and/or willingness to learn and implement staff roster management systems.
- Experience in a rural health setting.
- Demonstrated ability to exercise good judgment and handle discretely matters of a sensitive nature.
- High level of interpersonal and communication skills.
- Demonstrated organisational skills including the ability to work without direct supervision, exercise initiative and discretion, and perform duties in a highly professional manner.
- Capacity and willingness to be flexible and to adapt to changing environments.

NDIS Worker Screening Check

This role has been identified as a “risk assessed role” under the NDIS (Practice Standards – Worker Screening) Rules 2018 and as such is subject to the provision of an NDIS Worker Screening Check prior to commencement. During their term of employment, all incumbents are required to notify GSHS, via their manager if the NDIS Quality and Safeguards Commission issues:

- An interim bar;
- A suspension;
- An exclusion;
- The closure of an application for a worker screening clearance; or
- The revocation of a clearance.

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody’s responsibility to access and have knowledge of the relevant policies and procedures that relate

to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Child Safety

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children.
- Recognise vulnerability and identify risk and harm to children early.
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
- Promote culturally competent and responsive health care.
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

Violence & Aggression

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
- Identify, report and access support in relation to incidents of occupational violence and aggression.

Diversity & Inclusion

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence.
- Adhere to organisational risk management policy and procedures.
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities.
- Identify new and emerging risk.
- Contribute feedback to risk management review processes.

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory

competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions (all “Risk Assessed Roles” must provide a valid Working with Children Check)

All “Risk Assessed Roles”, in accordance with the National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018, must provide an NDIS Worker Screening Check prior to commencement. If the Worker Screening Check has been applied for, but not issued prior to commencement, a written Risk Management Plan, that includes direct supervision, must be in place until such time the NDIS Worker Screening Check is issued.

In addition, all staff undertaking “Risk Assessed Roles” must complete the NDIS Worker Orientation Module, “Quality, Safety and You”, available online through the NDIS Quality and Safeguards Commission.

All “Risk Assessed Roles” are listed on the NDIS Worker Screening Database and notified to individuals via their employment offer.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	

