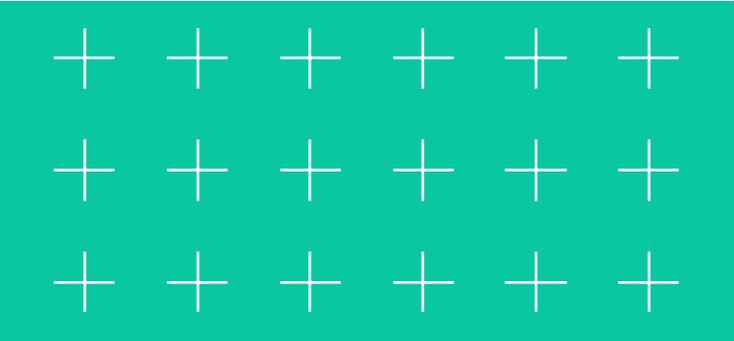




**The Royal
Melbourne
Hospital**

**Advancing
health
for everyone,
every day.**

**Join The Royal
Melbourne Hospital's
NorthWestern Mental
Health Service**



**Position Description
Administration Officer**

About The Royal Melbourne Hospital

As one of Victoria's largest public health services, the Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

Our Vision

Advancing health for everyone, every day.

The Melbourne Way

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Our Priorities

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone, every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability

Position Description

Position Title:	Administration Officer
Service:	Orygen Youth Health
Location:	Orygen Youth Health (OYH) - Parkville
Reports To:	OYH Manager Finance & Administration
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2016–2020
Classification:	Admin Officer Grade 1 (YC88)
Immunisation Risk Category:	Category B
Date of Review:	January 2021

Position Purpose

The Administration Officer will provide front of house, operational support to Parkville Hub staff, across all elements of Orygen, including Specialist clinics, Primary care services and research. This position will play an important role in the initial step of welcoming and greeting young people, families and visitors to the Parkville site. The position will be integral in ensuring the effective delivery of all administrative functions. Functions include reception, switchboard, maintaining appointment systems, medical records, other database management and application of Microsoft Office tools.

The Administration Officer is key to ensuring the community team administration tasks and duties are carried out efficiently and effectively. These include, but are not limited to, data entry, records maintenance (including scanning), database management, receptionist and general administration. The role may also have duties related to collating data for team KPI's, auditing, support to manager with rostering systems and the recruitment process and general support to staff regarding local IT issues.

The Administration Officer will provide administration support to both the Specialist Clinics and Primary Care services, ensuring duties are carried out efficiently and effectively. These include, but are not limited to appointment scheduling, medicare billing, data entry, records maintenance (including scanning), database management, receptionist and general administration.

The position will be integral to the overall functioning and delivery of mental health and wellbeing services to young people and their families and carers.

Department Description

The Community Team provides quality mental health services to adults experiencing serious mental illness requiring assessment, treatment and case management services).

Key Accountabilities – Position Specific

- Ensure approved databases are accurate and required data is entered accurately and in a timely manner including but not limited to consumer registrations, opening and closing Case/Episodes, entering clinical review and referral data, entering wellbeing scales and contact data.
- Use the statewide mental health, hospital and local information management systems efficiently and appropriately (CMI, iPM, CPF)
- Ensure reconciliation between statewide mental health, hospital and local information management systems in accordance with network policy.

- Collate and maintaining KPI and performance data as directed by manager.
- Ensure the Health Record is maintained in compliance with all relevant statutory requirements, standards and guidelines – includes timely preparing, scanning, tracking, searching and retrieval of health records.
- Maintain storage areas ensuring adequate supplies of approved forms are available
- Assist in ensuring all legal documentation is complete and accurate and forwarded when necessary to the appropriate coordinator within the area mental health service
- Comply with NWAMHS confidentiality requirements
- Provide a customer-focused reception function to consumers, staff and visitors of the service, ensuring they are attended to in a courteous and professional manner.
- Provide an efficient switchboard function for the North West Area Mental Health Service, including answering all incoming calls promptly, attending to the efficient re-direction of calls, and ensuring that messages are taken accurately and received by relevant staff in a timely manner.
- Respond promptly and calmly to emergency situations by complying with current policy and procedures including requirements documented in the local Emergency Management Plan
- Receive, sort, distribute and re-direct internal and external mail.
- Minute taking
- Photocopy/collate/fax information as necessary
- Clear and distribute incoming faxed information consistently throughout the day
- Arrange Courier services and Interpreter appointments as appropriate
- Work co-operatively with other administration/reception staff – including relieving staff on breaks or leave
- Promote a client-focused team approach to continuously improve work processes and participate in quality improvement activities
- Contribute positively to team culture and team dynamics
- Order and maintain stationery and staff room supplies as necessary
- Assist Mental Health Tribunal Admin Officer in the distribution of hearing notices for the MHT and ensure that the appropriate treating Doctors Complete the MHT reports in a timely manner for each client
- Ensure that the waiting/reception area/ interview rooms are tidy
- Advise the Program Manager/Site Manager of reports submitted to Reception relating to the servicing and repair of the building infrastructure and equipment
- Assist with orientation of new administration staff members to administrative procedures. Provide encouragement, guidance and support to ensure new staff are sufficiently trained to integrate into the community administration team
- Assist with orientation of new clinical staff to administrative responsibilities and procedures supporting clinical processes and reporting requirements
- Other duties as directed by the Program Manager which could include data auditing, support with rostering and recruitment processes
- Ability to contribute ideas to service improvement and participate within a multidisciplinary environment.
- Show initiative and a willingness to share knowledge from past experiences to improve the service. Display enthusiasm for learning and an initiative to further develop skills
- An appropriate level of conceptual and analytical ability in the resolution of issues and day to day problems. For example, the ability to make judgemental decisions when making appointments, handling phone or personal enquiries and screening incoming mail.
- Excellent communication skills and inter-personal skills including the ability to relate appropriately and professionally with clients, staff and management of the service
- Ability to prioritise and determine workload priorities
- Ability to work effectively both in a team environment and work independently/unsupervised
- Ability to work effectively within a multi-disciplinary health environment
- Demonstrable initiative and flexibility in an evolving Service

- Understanding of the requirements for confidentiality
- Display a strong team ethic and a willingness to provide and receive support where required
- Have an affinity to learn quickly and effectively with an attention to detail

Key Relationships

Internal

- Program Manager
- Health Information Manager
- Clinical Staff
- Team Leader
- Senior Nurse
- Area Manager
- Director of Clinical Service
- Lead Consultant
- Evaluation and Service Improvement Co-ordinator
- Consumers and Family/Carers

External

- Other Community and IPU/EMH Teams within NWMH

Selection Criteria

Formal Qualification(s) & Required Registration(s):

- Not Applicable

Essential:

- Demonstrated experience with telephone reception or switchboard
- Relevant experience and ability to provide a broad range of administrative and intermediate level keyboard support functions including word processing and database entry
- Competent application of the Microsoft Office Suite package

Desirable:

- Past work experience in a mental health service
- Past work experience in a hospital or health setting
- Experience using the Victorian mental health state wide information system, CMI/RAPID
- Experience using iPM
- Ability to speak a second language relevant to the local community
- Current Drivers Licence

Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;

- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.

Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please PRINT IN CAPITALS)

Date (day/month/year)