

POSITION DESCRIPTION



Position Title:	ADMINISTRATIVE ASSISTANT		
Industrial Instrument:	Health Professionals and support Services Award 2010	Department:	Nursing & Medical Services
Responsible To:	Clinical Nurse Consultant	Hours of Duty:	As per contract
Performance Appraisal:	Regularly during the first six months and then annually at the anniversary of commencement		Page 1 of 3

Eastern Palliative Care Assoc. Inc. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area.

All staff and volunteers of EPC must demonstrate a commitment to our Code of Ethics, Code of Conduct and a willingness to work within the organisational Vision, Mission and Values.

Our Mission: *EPC is privileged to care for and accompany the dying person and their caregivers in the final phase of life, upholding their dignity and respecting their spiritual, physical, emotional, cultural and social needs. Our care continues in the bereavement services that we offer caregivers and families.*

Our Values:

Compassion – *includes sympathy for others in their suffering, listening, accepting and actively responding to their needs*

Dignity – *upholding the unique personality, situation and choices of others, valuing their lives in the face of death and respecting their rights*

Excellence – *striving to do our best for those in our care and to give leadership through quality care, ethical practice, research and innovation*

Partnering – *vesting control in the client while joining with others to give continuous care*

Equity and Access: *EPC is committed to equal opportunity, social justice, cultural diversity and social inclusion in community based palliative care. We recognise the value of diversity amongst staff and clients and we aim to create an inclusive work and health care environment free from discrimination and harassment. We also respect that different cultures, rights and practices exist within the community.*

ADMINISTRATIVE ASSISTANT

Accountable to the Clinical Nurse Consultant for delivery of administrative support services to the care team.

The administrative assistant will, under the direction of the Clinical Nurse Consultant, assist and support in the development of administrative services to meet identified Key Result Indicators and best practice.

Essential Education Qualifications/Competencies:

- VCE or equivalent
- High level competency in Microsoft Office, Word, Excel
- Current Victorian driver's licence, good driving record and willingness to use own vehicle in line with EPC Process Map 1761 – Motor Vehicle Use Of

Desirable Qualifications/Competencies:

- Medical Terminology
- Qualification in Office Administration or Secretarial studies
- Proven work experience in an administrative role
- High level of interpersonal and written communication skills

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Key Results Areas:

1. Demonstrate a commitment to quality, continuous improvement, occupational health and safety and risk management.
2. Incorporation of available technological systems and maintenance of databases and filing systems.
3. Good organisational skills, with the ability to prioritise workload.
4. Deliver service in a framework of best practice.
5. Customer service oriented, with a commitment to work within EPC Philosophy.

Key Result Area 1	Demonstrates a commitment to quality, continuous improvement, occupational health and safety and risk management
Key Result Indicators	<ol style="list-style-type: none"> 1.1 Take responsibility for own health and safety and that of others who may be affected by workplace conduct. 1.2 Ensure that all hazardous conditions, injuries and near misses are reported immediately to the Quality Coordinator. 1.3 Participate in meetings, training and other health and safety activities as deemed necessary by Eastern Palliative Care. 1.4 Demonstrated ability to foster and collaborate in the development and achievement of best practice and quality processes.
Key Result Area 2	Incorporation of available technological systems and maintenance of databases and filing systems
Key Result Indicators	<ol style="list-style-type: none"> 2.1 Data Management <ol style="list-style-type: none"> 2.1.1 Ensure that relevant data collection is undertaken, under the direction and supervision of the Clinical Nurse Consultant. 2.1.2 Record and maintains daily statistical information for reporting purposes. 2.2 Confidentiality <ol style="list-style-type: none"> 2.2.1 Maintain legal obligations in regard to client and personnel information. 2.2.2 Adhere to Eastern Palliative Care's Policy and Processes for information management. 2.3 I.T. Skills <ol style="list-style-type: none"> 2.3.1 Develop specific skills to demonstrate competence in the use of information technologies specific to the service delivery.

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Key Result Area 3	Good organisational skills, with the ability to prioritise workload
Key Result Indicators	<p>3.1 Organisational Skills</p> <p>3.1.1 Utilise all resources in a cost effective manner within budget.</p> <p>3.1.2 Accept the responsibility for providing administrative support to care team.</p> <p>3.1.3 Ensure effective operation of appropriate administrative functions including petty cash and mail responsibilities.</p> <p>3.1.4 Assist in the development and implementation of administrative policies, protocols and processes to ensure an efficient operation.</p> <p>3.1.5 Display appropriate decision-making skill congruent with the strategic direction of the team</p>
Key Result Area 4	To deliver service in a framework of Best Practice
Key Result Indicators	<p>4.1 Quality Management</p> <p>4.1.1 Participate in identifying and implementing appropriate interventions to meet best practice.</p> <p>4.2 Best Practice</p> <p>4.2.1 A willingness to participate, evaluate and critique individual work practices.</p> <p>4.3 Positively contribute to the maintenance of an environment that promotes personal integrity, respect, safety and security for all individuals within the Team and the wider Organisation.</p> <p>4.4 Actively support the EPC Quality process by identifying quality improvement opportunities and participating in Quality activities.</p>
Key Result Area 5	Customer service oriented, with a commitment to work within EPC philosophy
Key Result Indicators	<p>5.1 Identify all internal (team members) and external (outside agencies, members of the community) customers.</p> <p>5.2 Provide expert approach to customer issues and problems.</p> <p>5.3 Team Member</p> <p>5.3.1 Display skills and ability to assist in the conducive development of team dynamics.</p> <p>5.3.2 Identify conflict and seek appropriate resolution.</p>

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Agreement:	I have read, understood and agree to comply with this job description.	
	Name:	
	Signature:	
	Date:	

Date Reviewed: **February 2018**