

Position Description			
Name		Date	
Position Title	Administration Assistant Hume Initiative in Vascular Examinations: 2 days per week.		
Department	Primary Care		
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	Grade 2 30.4 hours per fortnight, 0.4 EFT, Flexible days. (Mon-Fri) End August 2022		
Primary Site	Wangaratta With the occasional travel to other sites required		
Reporting to	Regional Wounds Victoria (Hume-east region) Nurse Consultant		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	GH staff, including Business Services, Quality, Risk/Compliance, People Working Well and, relevent program areas role.		
Liases with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> • Central and Uppper Hume Primary Care Partnership member organisations • Consumers within the Ovens Murray catchement • Regional Vascular Services • Other key external stakeholders. 		
Program Information	<p>Regional Wounds Victoria (RWV) is a state-wide regional program, with the Hume-east region role under the auspice of Gateway Health. RWV is funded by the Commonwealth Health Support Program and Home and Community Care Program for Younger Persons. RWV aims to build regional capacity in the prevention, early intervervention and management of hard-to-heal wounds in both the community and residential aged care.</p> <p>The HIVE is a RWV Hume-east region project with a vascular investigation clinic currently based at Gateway Health, Wangaratta. The aim of the HIVE clinic is to provide sustainable access to prevention and early intervention strategies for people within the catchment, including vulnerable, rural and remote people at risk of developing or having, hard-to-heal wounds.</p>		

<p>Purpose of the role</p>	<p>This role will provide a range of administrative functions focusing on client-related services and external stakeholder engagement / liaison, telephone enquiries, provision of information, acceptance of referrals, data input and analysis, engagement of media and other partners, and other administration duties, to support the operations of CHIVE. The administration assistant role supports the functions of the RWV (Hume-east region) Nurse Consultant.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognise the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p>

Code of Conduct	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
Key Responsibilities and Accountabilities	
Role Specific	
<ul style="list-style-type: none"> • Role model high standards of customer service in client service delivery, working in partnership with colleagues and agencies. • Funding and Service Agreement Targets are met to ensure clients are exited from the program appropriately and in a timely fashion, as directed by the RWV consultant. • Complete all program specific administrative tasks within the required time frames. • Provision of courteous service to clients, external stakeholders, colleagues and the broader community. • All data is entered onto designated service databases, including excel spreadsheets. • Databases are kept up to date at all times • Timely and accurate commencement and maintenance of client records, financial and statistical data and any other information per organisational policy. • Coordinate the booking and transport of the remote and rural clients to the clinic using local resources. • Participation in probationary performance review and appraisal at 6 mths, and thereafter as required. • Ability to work co-operatively within a team, balance competing demands, and prioritise effectively, and operate remotely (working from home) when required. • Competently use all relevant organisational databases – including but not limited to VHIMS and financial. • Active participation in Professional Development • Active participation in administration supervision. • Completion of Mandatory training 	
Financial Management	
<ul style="list-style-type: none"> • Invoices raised and processed within funding / program deadlines 	
People	
<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Contribute to productive and positive team meetings. • Positively contribute to the culture and spirit of the Primary Care team, work environment and to GH. • Your behaviour is congruent with organisational values, behaviours and goals. • Contribute to the development of procedures and systems within this program. • Positively embrace and adopt change as it occurs. 	

Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and participate in Line Management Meetings.
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems.
3. Knowledge and experience in processing / trouble-shooting referrals and client bookings, and liaison with referring GP clinics and other health services / clinicians.
4. Excellent organisational skills and capacity to take initiative and follow instructions, and ability to manage periods of high demand effectively and efficiently.
5. Ability to coordinate and distribute media releases and information to external stakeholders.
6. Ability to coordinating and participating in meetings with external stakeholders, including minute-taking.

7. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.

Mandatory Requirements

8. Current Australian Drivers Licence or accepted International Drivers licence

9. Confirmation of your right to work in Australia, Satisfactory National/International Police and Victorian Working with Children Checks and Evidence of COVID Vaccination, must be provided prior to commencement.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name):

Employee

Signature:

Date:
