

Alexandra District Health - Position Description

Position Title:	COVID-19 Vaccination Clinic Administration Officer
Directorate/Team:	Clinical Services
Classification/Award:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020
Date Approved:	June 2021
Approved by:	Chief Executive Officer

ALEXANDRA DISTRICT HEALTH

Alexandra District Health (ADH) is the major health service organisation within the Shire of Murrindindi and has a long and proud history in health related service provision to the area, providing inpatient and outpatient services including specialist medical services, operating theatre services, radiology, pathology and district nursing. In addition, the hospital delivers community health services including a wide range of allied health and health promotion services.

ORGANISATIONAL RELATIONSHIPS

Reports to: ADH Manager Perioperative Services, Kilmore District Health (KDH) COVID-19 Vaccination Program Manager and the KDH Sub Hub ANUM.

Manages/Coordinates: No direct reports

KEY RESPONSIBILITIES AND DUTIES

The Administration Officer provides administrative support to the COVID -19 vaccination clinic project lead and the vaccination team. The Administration Officer provides a diverse range of administrative support to effectively and efficiently manage and operate the vaccination teams. This role incorporates administrative requirements within the vaccination program as well as the provision of general administration duties across Alexandra District Health (ADH). The Administration Officer will work closely with the COVID-19 Vaccination Clinic Project Lead (KDH) in the development and operation of a high functioning vaccination clinic to improve the health of the community.

The Covid-19 Vaccination Clinic Administration Officer is responsible for:

- Development and operation of COVID-19 vaccination clinic administration
- Provision of patient centred reception and administrative services
- To assist the Director of Clinical Services (ADH), and team leader (KDH) with the daily operations of the COVID-19 Immunisation Clinic ensuring adequate resourcing and delivery of services
- Accurate recording and collection of patient information while adhering to confidentiality and sensitive material at all times
- Accurate searching and recording of patient details
- Assist in setting up / maintenance of appointment booking system
- Attention to accurate and timely data entry
- Daily reconciliation with patient appointments and attendance
- Assist with staff rostering for the clinic as required
- Support release of information and administration enquires
- To ensure effective management systems required for data collection, monitoring and reporting to ensure performance/legislative targets are met
- Become a COVID-19 Vaccine Management System (CVMS) superuser

- Coordinate the induction of new staff to administration positions including provision of current CVMS training package and onsite training
- Provision of general administration duties and support as required
- Demonstrate an ability to work unsupervised and prioritise workload
- Prepare letters and other documents as required
- Respond to telephone calls and enquiries promptly and follow through in a timely, appropriate and efficient manner
- Strive for the achievement of excellence in service delivery
- Provide a high-quality service to internal customers and consumers that reflects best practice

SPECIALIST SKILLS AND KNOWLEDGE

Essential

- Demonstrated knowledge and proficiency in utilising Microsoft windows application including word excel, publisher, outlook and intranet/internet
- Excellent communication and interpersonal skills including demonstrated experience in liaising with a diverse range of people
- Ability to maintain a high level of confidentiality and demonstrate professionalism at all times, including complying with the ADH privacy and confidentiality policy
- Ability to coordinate and empower people to be effective in their role
- Display a pleasant and courteous manner
- Manage demanding and changing workloads and prioritise within required timelines
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Working with Children Check prior to commencement of employment

Desirable

- Relevant qualifications in office administration or similar
- Knowledge of medical terminology
- Previous experience working in the health field
- Previous experience in supervisory, management or senior administrative role

KEY SELECTION CRITERIA

- Demonstration of a positive attitude and commitment to the organisation with an understanding of, and ability to integrate, positive organisational behaviours and values
- High level administration and organisation skills with the ability to think clearly and reorganise priorities under pressure
- High level proficiency in computer and data management skills (including a minimum of intermediate knowledge of Microsoft Office programs).
- High level reception service skills
- Highly developed interpersonal, customer service, negotiation and feedback management skills with the ability to positively engage
- Demonstrated ability to work independently and flexibly, as well as cooperatively as part of a team
- Demonstrated experience using patient management systems (such as Vital)
- Commitment to ongoing personal and professional development

MANDATORY COMPETENCIES

The employee will meet the mandatory clinical and non-clinical competencies under the ADH mandatory competencies program.

The employee will be required to show evidence of successfully completing the ADH mandatory competencies, within the first six weeks of commencing the position.

It is expected at ADH that each employee must successfully complete mandatory competencies at least annually (where relevant).

ORGANISATIONAL MISSION, VISION AND VALUES

MISSION: Great healthcare, locally.

VISION: Partner with our community so together we create excellence in rural healthcare.

VALUES: Alexandra District Health staff work with each other according to the ADH values “**ADH CARES**”. The detail of these values is listed below and the behaviours expected against these values required when working for or representing ADH.

These values include:

Accessible:

- create a welcoming environment for all
- be responsive to community needs, inclusive of diversity
- provide information in a form that is easy to understand
- be responsive and creative to the changing needs of our community

Dedicated:

- go the extra mile for the people who attend our health service
- take pride in everything we do
- strive to do our best each and every time
- take action and find a solution to a problem

Holistic

- consider the treatment of the whole person, considering mental and social factors, rather than just symptoms of a disease
- consider all aspects of a person's health care journey
- strive to provide a complete service within our capabilities
- Work collaboratively to reach a desired goal

Compassionate

- be sympathetic and show care to patients, visitors and staff
- have empathy and make every effort to understand individual needs
- involve people in the decisions that affect them
- put ourselves in someone else's shoes

Accountable

- take responsibility for our actions
- ensure knowledge and adherence to ADH policy and procedures
- ensure we make decisions based on all relevant facts
- manage our resources to ensure an efficient health service

Respect

- value the worth of each and every person
- consider the views and ideas of others
- treat others how we expect to be treated
- maintain the privacy and confidentiality of others

Excellent:

- continuously strive to do better, learning from our mistakes
- be innovative in evidence-based healthcare
- strive to inspire and empower others
- do our best, each and every time

Safe:

- Ensure a safe health service for all patients, staff and visitors
- report issues of concern of risk and take action
- work within our scope of practice
- provide an inclusive environment for all.

OCCUPATIONAL HEALTH & SAFETY

All staff are expected:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures. In addition, staff have the following responsibilities:
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to the supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under your control and support the actions contained in Alexandra District Health OH&S policies

SPECIAL REQUIREMENTS

- All staff will be required to satisfactorily complete a Police Records Check prior to commencing employment.
 - All staff will be required to have a Working with Children's Check.
 - All Employees are required to advise the ADH People and Culture Department and Management of any changes that may affect the current Police Records check status immediately.
 - Where an employee is required to drive a motor vehicle, each employee shall hold a valid driver's licence.
 - A completion of pre-existing injury or illness declaration will be required prior to appointment to a position.
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- All employees of ADH are bound to work according to the policies and procedures of Alexandra District Health, the Industrial Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for Victorian public sector employees and the provisions of the Fair Work Act, as amended from time to time.
 - All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.
 - ADH is committed to promoting a culture of trust, integrity and honesty in the services it provides to its community, and in the administration of those services. To achieve the best health and wellbeing for its community, ADH needs to be able to provide support and services without fraud or corruption and reducing the ability or resources to achieve this goal.
 - All employees must comply with legislation, policies and lawful instructions in the performance of their work. All employees must report to their Manager, CEO or the People and Culture Department any workplace behaviour that violates any law, rule or regulation, or represents corrupt conduct, mismanagement of public resources, or is a danger to public health or safety, or to the environment.

I acknowledge:

- That I have read and fully understand the Position Description of the position.
- I agree that I 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.
- That ADH 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 employee(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: _____ (Date) _____

(Print Name)