

Position Definition	
Position:	Quality Partner - Administration Assistant (0.6 EFT)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Classification:	HS 1: level 1
Position reports to:	Director of Performance Improvement
Approved by:	Executive Director Clinical Operations/Services/Chief Executive Officer

Organisational Context
<p>Yea & District Memorial Hospital (YDMH) provides acute, aged and community healthcare, to people of all ages from the Yea & surrounding western Murrindindi district communities.</p> <p>Our services have a strong focus on best practice clinical assessment, treatment and care.</p> <p>YDMH partners with General Practitioners, Hospitals, the three levels of government, local agencies and community members to achieve a universal primary healthcare system.</p> <p>YDMH is a small rural health service. It is funded by state and commonwealth government grants and other self-managed revenue activities. It is governed by a Board of Directors selected and appointed by the Governor in Council</p> <p>YDMH Vision – An exceptional rural health service serving and engaging our local community</p> <p>YDMH Values – Integrity, Respect, Accountability, Responsiveness & Impartiality</p> <p>Our expectation is that staff will operate as a co-operative team. Our staff will be flexible, multi-skilled and able to work with a diverse range of individuals, multidisciplinary groups and community agencies.</p> <p>Our staff will continually update their knowledge to take on new responsibilities and challenges and be adaptive to changes within the health landscape environment.</p>

Purpose and Scope
<p>The Quality Administration assistant role acts to support the Director of Performance Improvement and the organisation as a whole to meet the organisational requirements in relation to Quality, Safety and Risk. This includes the inputting of data, maintaining databases including onboarding and offboarding of staff onto organisational databases. The role will also be responsible for managing record keeping filing – electronically and hard copy. This role will assist key staff in the preparation for organisational accreditations. Assist in the coordination and schedule of document control reviews and audits utilizing the Quality Management system.</p>

Key Responsibilities and Duties	
Service delivery:	<ul style="list-style-type: none"> • Provide YDMH service users with information and assistance for all quality matters • Maintaining and managing document control • Administrative database management including extracting information for reporting purposes. • Quality meeting coordination & agenda development, minutes completion • General administration assistance including answering phones, invoicing and receipting, room bookings and management • Assisting with filing and general administration tasks within organisation • Assisting Senior Executive assistant as required • Promote and maintain a professional relationship with all staff
Organisational:	<ul style="list-style-type: none"> • Participate in relevant continuing professional development. • To abide by the Policies & Procedures of YDMH (which may be amended from time to time). • To abide by and actively support YDMH OH&S policies to ensure the safety and wellbeing of self, clients/service users, colleagues, contractors and visitors. • To actively promote YDMH and its services within the community. • Participate in annual performance review. • Complete mandatory competencies within the required time frames • Participate in organisational meetings • Participate in organisational quality improvements • Ensure privacy and confidentiality is maintained for residents, patients, clients and staff.
Leadership & Management:	<ul style="list-style-type: none"> • N/A
Financial:	<ul style="list-style-type: none"> • Completion of any service financial invoicing, receipting

Core Competencies, Attributes and Capabilities	
Professional:	<ul style="list-style-type: none"> • The ability to prioritise workload and competing demands to meet timelines
Client orientation:	<ul style="list-style-type: none"> • Customer focus • Ability to work with a range of stakeholders
Interpersonal:	<ul style="list-style-type: none"> • The ability to promote and maintain harmonious staff relationships in pursuance of the achievements of organisational goals. • Communicates with respect and empathy at all times • Ensures privacy and confidentiality of information • Alignment with YDMH Values
Leadership:	<ul style="list-style-type: none"> • Ability to manage competing priorities

Core Competencies, Attributes and Capabilities	
Management:	<ul style="list-style-type: none"> N/A
Computer:	<ul style="list-style-type: none"> Proficiency in use of computers, data entry and mobile devices
Human Resources:	<ul style="list-style-type: none"> Completion of competencies as required by organisation Police Check
Financial:	<ul style="list-style-type: none"> N/A

Key Selection Criteria	
Mandatory: <i>Successful applicants are required to provide certified copies of any mandatory qualifications listed in this section.</i>	<ul style="list-style-type: none"> Sound administrative skills Computer and data literacy Well-developed communication skills – both written and verbal – including problem solving skills Collaborative worker – with rounded ability to work with internal & external stakeholders
Desirable:	<ul style="list-style-type: none"> Working within a health care environment Previous experience working in Quality, Safety and Risk Experience working with health-related software including PROMPT, RiskMan

Conditions of Employment	
Remuneration:	<ul style="list-style-type: none"> The employee will be paid in accordance with the Award/Agreement. Salary Packaging is available for permanent and fixed term employees, in accordance with prevailing legislation and YDMH Policy.
Location:	<ul style="list-style-type: none"> Yea
Hours of duty:	Up to 24 hours per week
Pre-employment checks:	<p>A Police Check is mandatory. In accordance with YDMH Policy, relevant convictions will be taken into consideration when considering applicants for this position.</p> <p>All employees of YDMH must be either an Australian Citizen, Permanent Resident or have an appropriate Australian visa that will legally enable them to fulfil the obligations of the contract of employment.</p> <p>COVID 19 Vaccination is a requirement for the role.</p> <p>YDMH employees who are engaged in direct client care are required to complete the YDMH Staff immunisation record form, confirming their consent to receive or declaration that they have received the recommended vaccinations.</p>
Probationary period:	Confirmation of new employees to YDMH is subject to a 6-month probationary period, during which time the employee must demonstrate satisfactory capability to perform the Key Responsibilities and Duties. This probationary period is regarded as an extension of the interview process.

Conditions of Employment	
Performance Appraisal:	An evaluation of performance will be undertaken within six months of commencement and at least once per year to ensure that the needs of the employer and employee are being achieved.
Employee Obligation:	<p>Confidentiality The employee is required to maintain strict confidentiality with reference to all matters relating to patients and residents and organisation matters.</p> <p>Health and Safety The employee is required to take all reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of the employee in the work place. (Occupational Health and Safety Act, Clause 25).</p> <p>Continuous Improvement The employee is required to participate with the organisation in the Continuous Improvement program to encourage excellence of care and efficient utilisation of resources.</p> <p>Infection Prevention and Control The employee is required to be familiar with the infection prevention and control guidelines and to follow them.</p>

Acknowledgement
<p><i>Position Descriptions may be modified from time to time in accordance with YDMH Policy, relevant Awards, Agreements or Legislative amendments.</i></p> <p><i>Awards and Agreements may be modified or replaced in accordance with the Fair Work Act 2009.</i></p>

I acknowledge:

- That I have read and fully understand the Position Description.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Yea and District Memorial Hospital 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 (Print Name): _____

Signature: _____ / ____ / _____

DCS/Manager: _____ / ____ / _____

Validated by:	DCS/CEO
Approval Date:	June 2022
Reviewed:	
Review Date:	June 2023

Yea & District Memorial Hospital is an equal opportunity employer who respects the diversity within our world and is inclusive of our community's diversity including Aboriginal and Torres Strait Islander people, Lesbian, Gay, Transsexual, Bisexual and Intersex, varying age groups, cultural backgrounds and abilities.