POSITION DESCRIPTION – Alfred Health

DATE REVISED: 01 December 2020

POSITION: Admin Assistant

AWARD/AGREEMENT: VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE 2016-2020

CLASSIFICATION TITLE: HS1

DEPARTMENT/UNIT: Central Clinical School

CLINICAL PROGRAM: Monash Program

DIVISION: Finance

ACCOUNTABLE TO: Gavin Horrigan

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
DEPARTMENT

The Faculty of Medicine, Nursing & Health Sciences (FMNHS) is the University's largest research faculty. World-class researchers work across disciplines including laboratory-based medical science, applied clinical research, and social and public health research. The Faculty is home to a number of leading medical and biomedical research institutes and groups, and has contributed to advances in many crucial areas. Our expertise in life sciences and biomedicine is recognised both nationally and internationally.

From a teaching perspective, our education curriculum covers a range of disciplines, including medicine, nursing, radiography & medical imaging, nutrition & dietetics, paramedic studies, biomedical sciences, physiotherapy, occupational therapy, behavioural neurosciences and social work. We take pride in delivering outstanding education in all courses, in opening students to the possibilities offered by newly discovered knowledge and in providing a nurturing and caring environment.

To learn more about the Faculty, please visit www.med.monash.edu.au/

Central Clinical School encompasses the Departments of Anaesthesia and Perioperative Medicine, Clinical Haematology, Immunology and Pathology, Diabetes, Infectious Diseases, Diabetes, Gastroenterology, Allergy and Respiratory Medicine, Medicine, Neuroscience, and Surgery. CCS also includes the Australian Centre for Blood Diseases, Melbourne Sexual Health Centre, Monash Alfred Psychiatry research centre and the National Trauma Research Institute. It is located at the Alfred Research Alliance precinct in Melbourne. The school is involved in teaching students from both the Faculty of Medicine, Nursing and Health Sciences and the Faculty of Science and its teaching and research is conducted at Alfred Health, Cabrini, Epworth Richmond, and Peninsula Health and at Clayton.

POSITION SUMMARY

The Administrative Assistant is responsible for the delivery of professional administrative services to support the effective operation of the CCS Medical Student programs. This includes provision of a range of services relating to the clinical years medical student programs.

The Administrative Assistant is often the first point of contact for enquiries from academics, students and professional staff and as such, provides sound and timely advice and support to all stakeholders.

Reporting Line: The position reports to the Director, UMED, Academic Programs CCS under general direction

Supervisory Responsibilities: Not applicable

Financial delegation: Not applicable

Budgetary responsibilities: Not applicable

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:
- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES:

DUTIES AND RESPONSIBILITIES

1. Provide a range of administrative tasks and services including undertaking established processes, providing frontline services, responding to queries, maintaining supplies, word processing, providing administrative support to committees and projects and producing reports
2. Provide high levels of customer service in accordance with best practice guidelines, policy, procedure and protocols
3. Maintain service standards, including those applying to privacy, confidentiality and procedures for issues resolution
4. Assist with input and maintenance of data, records and reports
5. Provide advice to students, staff and other stakeholders in areas of administrative and service responsibility
6. Provide feedback and suggestions about improvement of services and contribute to and participate in activities to ensure a positive workplace culture
7. Maintain open and effective channels of communication with staff, clients and other stakeholders

QUALIFICATIONS/EXPERIENCE REQUIRED

Education/Qualifications
1. The appointee will have:
   - a diploma level qualification with relevant work related experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills
2. Administration skills and experience and a demonstrated capacity to deliver effective processes and systems
3. Sound organisational skills, including the ability to manage time and meet deadlines
4. Experience in front-line customer service with a demonstrated commitment to excellence in customer service
5. Ability to work as an effective member of a team as well as independently under general supervision
6. Strong attention to detail and accuracy

7. Well-developed communication skills, including the ability to draft documentation and interact positively with colleagues and clients

8. Demonstrated computer literacy, data entry and word-processing skills including experience using business software such as Microsoft Office

9. Experience working with Health Service clinicians and an understanding of public and private Health Services.

**Other job related information**

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted