

Employment

# Position Description

<b>Position:</b>	Administration/Health Information Officer May Noonan
<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	Tertiary qualifications and or substantial experience in a health or relevant community service area.

## Position Objective(s)

To provide clerical and administrative support within the unit environment in order to maintain efficient and effective management of processes and associated documentation. The Administration/Health Information Officer assists the May Noonan Facility Manager with rostering functions including staff replacement for planned and unplanned vacancies and associated activities.

## Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

## The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

### **Yes Culture**

We always start with 'yes' in every deliberation.

## **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

## **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

## **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

## **Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

## **Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

# Key Responsibilities and Duties

## **1. Professional and Ethical Practice**

- 1.1 Maintains patient confidentiality at all times
- 1.2 Recognises own ability and level of professional competence
- 1.3 Ensures practice is in accordance with legislation and common law affecting practice
- 1.4 Is familiar with emergency procedures and the Occupational Health & Safety requirements within the organisation
- 1.5 Demonstrates a positive attitude to the agreed role and responsibility of the position, and
- 1.6 Demonstrates ability to understand and integrate those behaviours which reflect the vision, philosophy and values of the organisation

## **2. Clerical Support**

In response to service needs provide clerical support to the nursing team as directed by the May Noonan Facility Manager.

- 2.1 Typing of correspondence, memorandum, reports, and education material as directed by the May Noonan Facility Manager
- 2.2 Maintain adequate supplies of stationery through ordering and distribution of store items as required
- 2.3 Receive, sort, distribute and forward all correspondence as directed
- 2.4 Create and maintain a centralised filing system

- 2.5 Maintain a controlled system of filing in all resident histories in conjunction with medical record protocols
- 2.6 Liaise closely with medical records to ensure easy access, retrieval and appropriate utilization of resident files
- 2.7 Maintain & update the nursing home staff database
- 2.8 Ensuring appropriate documentation accompanies admissions & discharges
- 2.9 Following the facilities admission & discharge procedures
- 2.10 Printing unit enquiry & unit diet lists daily
- 2.11 Preparation and up-date of weekly menus
- 2.12 Liaise with support services in relation to transportation requirements for external appointments attended by residents
- 2.13 Photocopying as required
- 2.14 Co-ordination of documentation requirements associated with admission and discharge processes
- 2.15 Receive incoming telephone calls and respond accordingly

### **3. Staffing/Allocations Management**

- 3.1 Assist the Nurse Unit Manager to fill vacant shifts created by unplanned or planned leave
- 3.2 Maintain accurate records associated with staff replacement
- 3.3 Liaise closely with the May Noonan Facility Manager /DON regarding difficulties encountered with filing shifts

### **4. OH&S**

- 4.1 Is actively involved in matters relating to OH&S and achieves high standards of safety in the work environment
- 4.2 Participates in relevant safety training
- 4.3 Ensures availability and/or use of protective clothing and/or equipment provided by the facility, and
- 4.4 Seeks clarification on safety matters are uncertain

### **5. Professional Development**

- 5.1 Maintains and updates own professional development to ensure safe and contemporary practice

### **6. Continuous Improvement**

- 6.1 Undertakes quality improvement activities in accordance with applicable Accreditation Guidelines and sound work practice
- 6.2 Ensures continuous analysis and evaluation of work practise / systems process and suggests changes as necessary, and
- 6.3 Ensures quality projects are consistent with the organisations mission and value statements

## 7. Communication

- 7.1 Facilitates open communication between all members of the multidisciplinary team
- 7.2 Greets and receives enquiries from residents, families and visitors to the unit, maintaining professionalism and supporting best practise in customer service at all times

## Organisational Relationships

<b>Reports to:</b>	May Noonan Facility Manager
<b>Supervises:</b>	Nil
<b>Internal Contacts:</b>	All May Noonan staff, residents, clients, families
<b>External Contacts:</b>	Members of the Public, Contractors, Suppliers

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge and experience in the provision of efficient and effective unit office management and an innovative approach to the access, storage and retrieval of electronic information so as to enhance the operational productivity of the nursing service team.
- Demonstrated experience in the efficient management of resources and projects, including the ability to meet deadlines. Demonstrated computer literacy in Microsoft Office Applications (Word and Excel).
- Advanced administrative skills demonstrating an attention to detail
- Ability to work independently, show initiative and work productively within the team environment
- Have an understanding of the Aged Care Quality Standards, and be involved in continuous improvement

## Management Skills

The following management skills are required to be utilised:

- Ability to prioritize and complete tasks to an agreed time frame.
- Ability to be responsive, creative and flexible in meeting the individual service requirements of clients, within budgetary constraints.
- Commitment to ensuring quality clerical services is delivered through continuous improvement activities which reflect contemporary practice in unit office management.
- Displays commitment to supporting a discrimination and harassment free work environment
- Demonstrate sound decision making skills
- Ensures efficient and effective utilisation of resources
- Initiates data collection and analysis in relation to redesign /restructure of systems and makes recommendation regarding implementing strategies to achieve preferred outcomes
- Consults with the Nurse Unit Manager in relation to identified impediments to carrying out the required responsibilities of the role

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Facilitates open communication between all members of the multidisciplinary team
- Greets and receives enquiries from residents, families and visitors to the unit, maintaining professionalism and supporting best practise in customer service at all times
- Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people.
- The ability to work independently and co-operatively as a team member.
- Demonstrated sound decision making using highly developed interpersonal, verbal and written communication skills underpinned by well-honed problem solving and negotiation skills.

## General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by:

Date: September 2022