

Austin Health Position Description



Position Title: Administrative Officer – Community Recovery Program & Prevention & Recovery Care, MHD

Classification:	Administrative Support Officer (YC89)
Business Unit/ Department:	Mental Health Division / Administrative Services
Work location:	Austin Health
Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020 - 2024
Employment Type:	Fixed-Term Part-Time
Hours per week:	30.40 hrs. per week (Mon, Tues Wed, Thurs)
Reports to:	Administrative Team leader
Direct Reports:	0
Financial management:	N/A
Date:	11/10/2024

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation. including over 1,600 doctors, 3,000 nurses and 1,000 therapy & science Allied Health staff and delivers a full range of leading-edge clinical services, including several state-wide services (liver transplant, spinal cord injury service, respiratory support service, child inpatient mental health service). In total, Austin Health provides over 900 beds, including mental health, aged-care and rehabilitation beds and a range of community and in the home services.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Austin Health's current vision is shaping the future through exceptional care, discovery

EBA – Management and Administrative Officers (Grade 2) – Mental Health Division

and learning. Our values define who we are, shape our culture and the behavior, practices, and mindset of our people. Our values are: Our actions show we care, we bring our best, together we achieve, and we shape the future. www.austin.org.au/about-us

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

About the Mental Health Division

'Austin Mental Health aims to see the strength and potential in all our consumers, their carers as well as each other, by providing holistic and compassionate care and offering partnership in recovery.'

The Mental Health Division provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services are located across Austin Health campuses and in the community. The Mental Health Division incorporates four program areas:

Adult Services incorporating:

- North-East Area Mental Health Service (NEAMHS)
- Community Recovery Program (CRP)
- Prevention & Recovery Centre (PARC)
- Austin Drug & Alcohol Service (ADAS)
- Mobile Support & Treatment Service (MSTS)

Triage, Assessment, and Intake Planning including:

- C Crisis Assessment Team Service (CATS)
- Triage / Intake
- Clinical Health Psychology
- Consultation-Liaison (CL) Psychiatry
- Emergency Psychiatry Service (EPS)
- Primary Mental Health Team (PMHT)
- Psychiatric Assessment & Planning Unit (PAPU)
- HOPE
- Hamilton Centre AoD PP

Infant, Child & Youth Mental Health Services (ICYMHS) 0 – 25-year-old

- State-wide and regional responsibility
- Inpatient, outpatient, and community outreach services
- Inpatient, outpatient, and community outreach services
- Adolescent Intensive Management (AIM)
- Youth Brief Intervention Service (YBIS)
- Youth Early Psychosis service (YEPS)

- CYMHS and School Early Action (CASEA)
- Specialty Eating Disorders Service (SEDS)

Specialty Services with state-wide role incorporating:

- Psychological Trauma Recovery Service
- Brain Disorder Program
- Mary Guthrie House
- Transitional Support Unit (TSU)

Mental Health Nursing Education and Training Team (MHNETT) includes.

- Education and training

Psychiatry, Training, Research and Development Centre

All mental health services work within a clinical framework that promotes the recovery-oriented practice and supported decision-making. This approach to client wellbeing builds on the individual's strengths working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

Position Purpose

This position plays an important role in creating a positive image for the Mental Health Division, being the first point of contact for patients, family and carers /consumers either in person or by telephone.

The focus of Administration Assistants at this level is to provide professional, high-quality reception and administrative support to facilitate the management of the patient journey, as well as providing broader administrative support to the clinical teams across Inpatient units and Community teams. This includes entering time critical and sensitive data into CMI/ODS in line with reporting requirements to the Department of Health and with Austin policies and procedures, ensuring that community, inpatient and residential services can meet the needs and preferences of our consumers, their families and carers.

Purpose and Accountabilities

Role-specific:

- Demonstrate a respectful, courteous and helpful manner when dealing with patients, family/carers and colleagues and external stakeholders
- Provision of high-quality frontline patient centred customer service for the Austin Mental Health Division (MHD) inpatient, residential, and community services, including face-to-face and by telephone for both internal and external customers.
- Foster a high standard of service delivery based on collaborative team practice including effectively communicating with Administrative Services Manager or Team Leaders any information that may impact on the provision of services in across all areas.
- Ability to work effectively and cooperatively within an innovative and changing team and service environment and a proven ability to enhance multidisciplinary team

functioning as an active team member.

- Front Desk Reception and providing customer service (internal and external)
- Maintain databases and assist with billing external and internal providers.
- Minute taking for Key meetings.
- Monitor and update intranet and internet in collaboration with key stakeholders
- Working closely with key stakeholders to ensure the success of events and functions including educational workshops.

Front Desk Reception and providing customer service (internal and external)

- We are providing a friendly and efficient reception for attending patients, families, carers, and staff.
- Managing a busy switchboard / Touchpoint
- Triage and prioritise patient and other phone calls to ensure they are responded to the appropriate person and within an appropriate time frame
- Receiving, sorting, prioritising all correspondence
- Ensure all relevant clinical documentation is captured within the patient electronic medical record

Data integrity and quality (Community Role specification)

- Ensure timely and accurate entry of patient information into health information systems, including but not limited to:
- Client Management Interface (CMI) – registration details, community episodes, admissions/transfers/discharges, outcome measures, legal status, ISP/Review, Diagnosis, treating team details, referrals, seclusion/restraint details, and registers, bed reconciliation.
- Reporting and production of reports, including actual versus target reporting, both reportable and non-reportable contact statistics. CMI data entry of contact statistic, analysis of data and preparation
- Trakcare, Patient Administration Systems (PAS) – registration, label printing, tracking of medical records, bed returns.
- Scanned Medical Records (SMR) – Clinical Patient Folder (CPF) – episode creation. Scanning batch numbers and quality audit details.
- Ensure that all data entry is completed in line with statutory reporting requirements.

Medical Records – Clinical forms (Community Role specification)

- Ensure that Mental Health and Wellbeing Act (2022) legal paperwork and relevant documentation is prepared and forwarded to the Medico-Legal Coordinator in time for Mental Health Tribunal (MHT) hearings.
- Assistance with the Medico-Legal department is required, including preparation of the MHT hearings, and supporting the administration of the hearings as needed but not limited to.
- Ensure a high quality scanned medical record is maintained in the Scanned Medical Record (SMR)
 - Prepping of clinical documents, to be scanned into SMR
 - Scanning of clinical papers, ensuring that all documentation is scanned and filed in the correct areas of the record
- Identification and correct errors identified in the scanned medical documents (SMR).
- Ensure a timely and high-quality scanned medical record is the scanned medical

record (SMR) through compiling admission documents (Inpatient services) and delivering them to Health Information Services (HIS) to be scanned within two business days of discharge.

- Management of paper-based medical records and temporary admission folders, ensuring information is available for clinical use (both inpatient and community) when required, by requesting and couriering records to and from other locations when necessary.
- Ensure that high data quality and integrity is maintained by identifying and correcting errors in all relevant information systems.
- Identifying incomplete or incorrect MHD paperwork and delivering it to the necessary person to be completed/corrected.

Administrative responsibilities

- Provide overarching administrative support to Nursing Clinical Educators unit.
- Monitoring office supplies and equipment
- Perform other administrative duties within the Mental Health Division (MHD) and work from another location as directed.
- Be aware of and adhere to safety and other procedures within the MHD and sites you visit.
- Comply and keep up to date with changes in administrative policy and procedures.
- Identify process improvement opportunities to support effective and efficient unit operations.
- Share practice improvements with admin colleagues and support new team members as necessary with their learning.
- Take on relevant tasks to support leave cover of other members of the administration team.
- Perform other tasks as required by the Administrative Service Team Leader and Manager
- Work discretely and maintain strict patient confidentiality.

All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Pulse)
- Demonstrated cultural sensitivity when working with young people and families with diverse backgrounds.
- Report incidents or near misses that have or could have an impact on safety - participate in identification and prevention of risks.
- Maintain privacy and confidentiality of consumer, families, and carer information at all times.
- Promote a culture of continuous quality service improvement and participate in activities and learning designed to improve standards of service and practice.
- Promote a healthy work environment that enhances safety, security and optimal health.
- Commitment to Austin values and comply with the Code of Conduct and other policies outlined on the OPPIC intranet.
- Participate in self-annual performance process, including internal and external continuing education programs and training, and demonstrate a commitment to improving professional performance and development.

- Actively seek feedback from staff regarding the quality of their practice
- Participate and train to be a Fire Warden for local areas and support local workplace, health and safety representatives, and Team Managers to uphold safe working environments as requested.

Selection Criteria

Essential knowledge and skills:

- Understanding of customer service of internal and external customers and is committed to effectively meeting their needs helpfully and professionally
- Provide exceptional face-to-face, phone and written communication skills, including discretion and confidentiality with sensitive matters.
- Extensive experience in the provision of administrative support, reception services, clerical experience to support a team of multi-disciplinary professionals
- Demonstrated ability to be approachable, customer orientated and proactive in finding solutions and taking initiative where required or escalating to manager appropriately
- Advanced computer literacy, keyboard skills, and proficient working knowledge in information technology systems and applications. I.e.: (Microsoft Office 365, search engines, databases, risk operating systems, ordering platforms)
- High level organisational skills, ability to multi-task and prioritise work in a busy environment so that all tasks are completed in required timeframes while meeting strict quality standards
- Ability to work withing strict timeframes and meet deadlines
- Ability to work independently under broad direction and as a member of a cohesive team.
- Effective conceptual and analytical skills
- Proven ability to work well with staff at all levels, actively contributing to its success
- Ability to work within and across teams and adapt quickly to changing and sometimes challenging environments.
- Commitment to quality improvement
- Current Victorian driver's license
- Current working with Children's Check with no restrictions

Desirable but not essential:

- Professional Administration qualifications (certificate or equivalent)
- Previous experience working in a hospital or mental health service.
- Knowledge of the Mental Health Act 2014 and findings of the recent Royal Commission into Mental Health as related to allocated duties.
- Understanding of Mental Health presentations and disciplinary workforce.
- Working knowledge of CMI, proficiency in database management and hospital and other health administration systems

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

Document Review Agreement

Manager Signature	
Employee Signature	
Date	