1. THE ORGANISATION AND OUR MISSION

St Vincent’s Hospital Melbourne (SVHM) is a leading teaching, research and tertiary health service, which employs more than 6,000 staff across 18 sites throughout Melbourne.

Part of Australia’s largest not-for-profit Catholic health and aged care network, St Vincent’s Health Australia, SVHM provides a diverse range of adult clinical services including acute medical and surgical services, sub-acute care, medical diagnostics, rehabilitation, allied health, mental health, palliative care, correctional health and community residential care.

SVHM’s mission is to provide high quality and efficient health services to the people of Victoria in accordance with the philosophy of St Vincent’s Health Australia. This mission is based on the values of compassion, justice, integrity and excellence.

2. KEY POSITION DETAILS

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Administrative Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program:</td>
<td>Speciality Services</td>
</tr>
<tr>
<td>Industrial Agreement:</td>
<td>Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020 or its successor</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Office Manager of Cardiology</td>
</tr>
<tr>
<td>Department:</td>
<td>St Vincent’s Heart Centre and Cardiac Investigation Unit</td>
</tr>
<tr>
<td>Classification:</td>
<td>HS2</td>
</tr>
</tbody>
</table>

3. LOCAL WORK ENVIRONMENT

The St Vincent’s Heart Centre was opened for business in November 2013. The Heart Centre provides privatised cardiac consulting clinics and all cardiac diagnostic ambulatory services such as: echocardiograms, stress echocardiograms, pacemaker clinics, stress testing, ECG reporting and more.

The cardiac investigation unit providing a full range of invasive and non-invasive investigations and procedures for inpatients. These services include cardiac catherisation and intervention, pacemaker implantation and checks, echocardiograms, TOE and DCR.

It is envisaged that the Heart Centre will bring together clinical care, education, research and preventative health under the one roof, further strengthening St Vincent’s leading role in tackling heart disease, and significantly improving access for Victorian patients to specialist cardiac services.

4. POSITION PURPOSE

Administrative Assistant is to provide administrative assistance to the St Vincent’s Heart Centre and Cardiac Investigation Unit including but not limited to general reception, patient accounts, result distribution, and information management. All skills and/or positions are rotational and all aspects of patient privacy must be adhered to.

5. KEY WORKING RELATIONSHIPS

**Internal**
- Operations Manager – Cardiology
- Administrative staff – Heart Centre & CIU
- Cardiac Technologists
• Nurse Unit Managers of CIU
• Director – Cardiology
• Deputy Director - Cardiology
• Cardiologists
• Cardiology Registrars
• Members of a multidisciplinary team

External
• Patients, relatives & significant others

6. POSITION DUTIES

General Reception and Provision of Administration Support
• Visitors to reception are greeted and assisted in a professional and timely manner projecting a caring, professional image to patients, and their relatives and to referring clinicians
• All reception tasks should be performed mindful of the need to maintain a steady and efficient level of activity
• Efficient patient scheduling of all ambulatory tests, Cath Lab and TOE lists, Pacemaker and DCR Clinics. Ensuring a referral is received for all bookings from GPs, Registrars and Cardiologists
• Efficient patient scheduling for consultation clinics in the Heart Centre and CIU, ensuring that Cardiologists run on time and all follow up appointments and investigations are booked
• Distribution of letters or telephone contact with patient waiting tests to advice of appointment times
• Meet and greet patients, co-ordinate transport, tea and coffee making for patients with a long wait
• Take delivery of intra-hospital transfers and alert technicians of patient’s allocation in procedure rooms
• Photocopy all intra-hospital transfer’s referrals
• Order Medical Histories through PAS or by phone
• Maintain efficient booking procedure
• Patient bulk billing for Medicare and Veteran’s Affairs claims should be undertaken at the time of presentation for the investigation and consultation
• Advising the person who co-ordinates ordering the office supplies that shortages exist
• General upkeep of equipment: fax, photocopier, computers and printers. Arrange repair of equipment when required
• Excellent patient care focus with a demonstrated ability to show a friendly, sensitive and professional approach when dealing with patients
• Sort and distribute all faxes, internal and external mail.

Information Management
All documentation, information and data management utilises the best technology available. All data and documentation is stored and maintained to ensure confidentiality and legislative requirements are met.
• Re-Index Cardiobase
• Data collection
• Management of dictated reports in OzeScribe for Cardiologists letters and procedures
• Organise the interventional waiting lists
• Print and update Cath lab list daily for bookings and fax to Cardiologists rooms, CT4, CCU
• Prepare flier advertisement Friday morning for Breakfast meeting Topic and Presenter/s. Fax to all Cardiologists, Surgeons, CCU/CT4 and send a copy to SVH Intranet to all staff.

Telephone Management
• Ensure all calls are managed in a prompt, efficient and helpful manner
• Enquiries and requests are handled with minimum delay and maximum courtesy
• Answer Cardiologists’ room phone enquiries concerning reports.
Financial Management
- On a daily basis perform Medicare billing for all ambulatory service and consultation clinics for the Heart Centre. Details include, Item Numbers, Doctor/Cardiologist performing procedure on the day.
- On a weekly basis the Finance Report must be generated, all Medicare claims is required to match up all procedures.

7. INCUMBENT OBLIGATIONS

General
- Perform the duties of the position to the best of their ability and to a standard acceptable to SVHM
- Comply with all SVHM policies, procedures, by laws and directions
- Comply with all SVHM requirements, policies, procedures and directions
- Treat others with respect and always behave professionally and in accordance with the SVHM Code of Conduct
- Only access confidential information held by SVHM when this is necessary for business purposes, maintaining the confidentiality of that information once accessed
- Participate in the annual SVHM performance review process
- Display adaptability and flexibility to meet the changing operational needs of the business
- Comply with applicable Enterprise Bargaining Agreement provisions
- Display a willingness to develop self and seek to improve performance
- Maintain skills and knowledge necessary to safely and skilfully undertake duties
- Take personal responsibility for the quality and safety of work performed
- Recognise the relationship between clinical and non-clinical functions in the achievement of optimal safety and quality care
- Take all necessary care and precautions in the performance of duties
- Participate in risk management and continuous quality improvement activities as part of day-to-day work.

Health and Safety
- Attend general hospital orientation within 3 months of commencement
- Protect the health and safety of self and others, complying with all health and safety related policies, procedures and directions
- Report incidents and accidents and collaborate with management to resolve safety issues
- Complete required Fire and Emergency Training annually
- Complete required Workplace Culture and Equity Training annually.

8. INCUMBENT CAPABILITY REQUIREMENTS (Level 2)

The incumbent of this position will be expected to possess the following core capabilities:

<table>
<thead>
<tr>
<th>Capability</th>
<th>Demonstrated behaviour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal</td>
<td></td>
</tr>
<tr>
<td>Personal effectiveness</td>
<td>Takes responsibility for accurate, timely work results</td>
</tr>
<tr>
<td>Learning Agility</td>
<td>Identifies personal development needs and seeks information from a range of sources</td>
</tr>
<tr>
<td>Outcomes</td>
<td></td>
</tr>
<tr>
<td>Patient/Resident/client centred</td>
<td>Strives to meet and exceed expectations, demonstrating sound judgement</td>
</tr>
<tr>
<td>Innovation and Improvement</td>
<td>Contributes to improvement by reviewing strengths and weaknesses of current processes</td>
</tr>
<tr>
<td>Strategy</td>
<td></td>
</tr>
<tr>
<td>Driving Results</td>
<td>Manages own work load to deliver results</td>
</tr>
<tr>
<td>Organisational Acumen</td>
<td>Understands the interdependencies between units/departments</td>
</tr>
<tr>
<td>People</td>
<td></td>
</tr>
<tr>
<td>Working with and Managing others</td>
<td>Takes responsibility for ensuring productive, efficient teamwork</td>
</tr>
<tr>
<td>Collaboration</td>
<td>Works collaboratively within and outside the team</td>
</tr>
</tbody>
</table>
9. SELECTION CRITERIA

9.1 ESSENTIAL REGISTRATION, LICENSE OR QUALIFICATION REQUIREMENTS

Formal Education:
- Year 12 or equivalent

Knowledge & Experience:
- 1 to 3 years proven administrative assistant experience in the medical industry or other
- Demonstrated experience with MS Word, MS Excel, MS Outlook and practice management software
- Demonstrated experience with high efficiency and accuracy of typing and word processing
- Demonstrated understanding of medical terminology

9.2 OTHER ESSENTIAL REQUIREMENTS

- Excellent verbal and written communication and interpersonal skills with the ability to develop and maintain effective working relationships with staff, management and key stakeholders
- Proven experience in working effectively in a team environment with the ability to quickly respond positively to changing routines and priorities
- High level skills in Microsoft Office including Word, Excel, Outlook, and experience with a variety of practice management software
- Demonstrate ability to maintain patient confidentiality
- Proficiency in database management.

10. PRE-EXISTING INJURY

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

11. AGREEMENT

General:
I have read, understood and agree to comply with the responsibilities and accountabilities of this position description. I agree to comply with all SVHM requirements, policies, procedures, by laws and directions.

National Police Check:
I understand that it is a condition of my employment to provide SVHM with a current National Police Certificate PRIOR TO COMMENCING WORK and this is at my own cost.

I understand that regardless of the frequency, if I am working and or visiting in a designated ‘high risk area’ of SVHM (as defined in the SVHA Pre-employment/Appointment Safety Checks Policy) I will be subject to periodic Police Checks every three years at my own cost.

Name: ____________________________

Signature: _______________________

Date: ____________________________