



**Swan Hill  
District Health**

Connected Care. Best Experience.



*Inclusive*

*Compassionate*

*Progressive*

*Accountable*

## Administration Support Casual - HS1

We are looking for enthusiastic, highly motivated and suitably skilled people to join our team at SHDH as part of the Casual Administration Support team. In this position you will gain exposure over a number of departments across SHDH Reception areas and opportunities to further your career within the Public Health sector.

We require reliable, enthusiastic and motivated people to relieve in various departments throughout SHDH to cover annual leave, long service leave and unplanned personal leave. Our Administration Support team is focused on providing the highest level of outstanding customer service around patient centred care and work core office hours of Monday to Friday, 8.00am – 5.00pm.

### About the role

- Act as receptionist in fast paced environments throughout all reception areas of SHDH.
- Maintain the telephone switchboard for the Health Service for both internal and external calls.
- Greet patients and visitors in a courteous, efficient manner and determine the manner of their inquiries.
- Provide a high level of customer service and communication to a diverse client base.
- Receipting into the Health Service's various accounting programs.
- End of day banking.
- General administration as required.

### Key Selection Criteria:

- Highly developed customer service and interpersonal skills.
- Ability to work as a team member in a multidisciplinary environment.
- Concise written and verbal communication skills, including a professional phone manner.
- High level of administrative skills with demonstrated ability to plan, prioritise and organise workloads.
- Ability to show initiative and to be able to prioritise workload.
- Applicants **must** be reliable, flexible and available at short notice.

### About You:

- Current National Police Check & Working with Children's Check
- 2024 Flu Vaccination, Serology evidence of immunisation status

**About us:** Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Free onsite car parking
- ◆Salary Sacrifice/Packaging
- ◆Discounted Corporate gym memberships
- ◆Professional Development opportunities
- ◆Employee Assistance Program

**To apply** for this position, email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to [employment@shdh.org.au](mailto:employment@shdh.org.au).

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

**Enquiries** about this role should be directed to Jen Bellinger, Administration Co-Ordinator Finance,  
Ph.: (03) 5033 9316 or E: [jbelling@shdh.org.au](mailto:jbelling@shdh.org.au)

**Closing date 7<sup>th</sup> March 2025**

*Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.*



<b>Position:</b>	<b>Swan Hill District Health – Casual Administration Support</b>
<b>Classification:</b>	HS1
<b>Department:</b>	Finance
<b>Reports to:</b>	<b>Administration Co-Ordinator, Finance</b>
<b>Position Summary:</b>	<p>To assist in maintaining an efficient and smooth functioning of the Health Service where the patient is the centre of care.</p> <p>To provide administration support to the various departments within Swan Hill District Health, across all campuses and or Receptionist Duties where these are required.</p> <p>In positions in which receptionist duties are required you will be the first point of contact for visitors, clients and Patients of our Health Services, and will represent our Health Service in a positive and professional manner.</p> <p>The Administration Support role will operate within clearly defined systems and processes and work in consultation with the Department Manager within the unit where administration support is being provided.</p> <p>Other duties as requested by the Administration Co-Ordinator.</p>
<b>Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Provide administrative support to various departments as needed.</li> <li>• Greet clients and personnel that present to reception areas in a courteous and efficient manner, determine the nature of their inquiry and direct them appropriately.</li> <li>• Answer incoming calls promptly and courteously and route as necessary.</li> <li>• Manage desk areas, including maintaining a clean and organised reception area.</li> <li>• Perform all tasks as set out in the operational procedures of the department where administration support is being provided. Including duties such as but not limited to scheduling appointments and calendars, distributing incoming mail and packages, assisting with data entry, filing and other clerical tasks, managing office supplies and ordering new supplies as needed,</li> <li>• Perform all duties with attention to detail and a continuous improvement ethos.</li> <li>• Learn and utilise relevant software and portals as required to meet the requirements of the role.</li> <li>• Understand and adhere to all relevant SHDH policies and procedures.</li> <li>• Maintain a clean and safe workspace and be aware of OHS requirements and comply with them.</li> <li>• Work as an effective and cooperative team member at all times.</li> <li>• Other tasks as requested by Department Manager / Administration Co-Ordinator / Chief Finance Officer.</li> </ul>
<b>Key Selection Criteria</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Excellent Customer service skills and attention to detail.</li> <li>• Well-developed verbal and written communication skills including ability to communicate with diverse clients attending Swan Hill District Health. The</li> </ul>

	<p>ability to show empathy and kindness under pressure.</p> <ul style="list-style-type: none"> <li>• High level of administrative skills and demonstrated ability to plan, set priorities and organise workload in order to meet deadlines.</li> <li>• Well-developed Computer knowledge including Microsoft Office suite (Outlook, Excel, Word), data entry and ability to learn different software packages and/or Portals.</li> <li>• Ability to operate under conflicting demands/delicate situations.</li> <li>• Ability to provide information to assist clients or refer them to appropriate services, either in the organisation or elsewhere.</li> <li>• Professional demeanor and appearance.</li> <li>• Ability to work independently as well as part of a team.</li> <li>• Current National Police check.</li> <li>• Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunisation for all vaccine preventable illnesses.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Previous reception experience, preferable within hospital/healthcare industry.</li> </ul>
<b>Salary/Award:</b>	Salary in accordance with Health and Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025.
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person &amp; as such providers of health care must be actively involved in developing models of care that are person centered.</p>
<b>Child Safety:</b>	<p>All Children have the right to feel and be safe. Keeping children safe is everyone’s responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
<b>Our Purpose:</b>	<p><b>Connected Care / Best Experience</b></p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the</p>

	best care experience.
<b>Privacy and Confidentiality:</b>	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
<b>Mandatory Training:</b>	All employees must be aware of and complete designated mandatory training within the required time frame.
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <ul style="list-style-type: none"> <li>• Take reasonable care for their safety and the safety of others while at work.</li> <li>• Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system.</li> <li>• Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.</li> <li>• Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</li> <li>• Complete all Mandatory training requirements as identified and directed.</li> <li>• Comply with the Occupational Health and Safety Act and all SHDH OH&amp;S online Policies and Procedures.</li> </ul>
<b>Asset Management:</b>	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
<b>Review:</b>	Completion of My Work Plan on a yearly basis.
<b>Previous Revision dates:</b>	
<b>Current:</b>	July, 2023
<b>Managers Name:</b>	Administration Co-Ordinator, Finance
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	



<b>Position Applying for:</b>	
<b>How did you hear about this vacancy?</b>	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

<b>First name:</b>		<b>Last Name:</b>	
<b>Date of birth:</b>		<b>Country of birth:</b>	
<b>Postal Address:</b>			
<b>Contact</b>	<b>Phone</b>	<b>Email</b>	

Are you of Aboriginal/Torres Strait Islander Origin?     No     Aboriginal     Torres Strait Islander  
*(This question is voluntary)*

Do you wish to be identified under this category?     Yes     No

Are you an Australian Citizen or Permanent Resident:     Yes     No    Date of Grant ...../...../.....

If no, what is your current Visa Status – Visa type \_\_\_\_\_ Expiry date ...../...../.....

Place/Country of issue: \_\_\_\_\_ Issue Number: \_\_\_\_\_

Do you require sponsorship?     Yes     No

**PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION**

**Conditions of Employment**

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

**Initial employment is subject to:**

- 6 months' probationary period (*with a review at 3 months.*)
- Requirement to work any shift
- Requirement to work in any department as required

**Hours of Work** –     Full Time     Part time     Casual     Fixed Term

Alternatively, please state availability:

**Discipline/Misconduct**

Have you experienced discipline or misconduct action at any previous employment?     Yes     No

If **Yes**, please provide details:

## Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

### Do you have a current Police Check?

Yes (please provide)  No, but I am willing to get one if my application is successful.

### Do you have a current Employee Working with Children Check?

Yes (please provide)  No, but I am willing to get one if my application is successful.

## Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

### Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: \_\_\_\_\_ Date: ...../...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: [employment@shdh.org.au](mailto:employment@shdh.org.au)

The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Resume
- Qualification evidence or supporting documentation
- Visa Detail (if relevant)