

## POSITION DESCRIPTION

<b>Position:</b>	Foundation Administration Assistant
<b>Directorate:</b>	Office of the CEO
<b>Division &amp; Unit:</b>	Communications and Marketing
<b>Enterprise Agreement</b>	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2016-2020
<b>Reports to:</b>	Foundation Coordinator

### MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the Northwest of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and outpatient care, palliative care, renal dialysis, and chemotherapy service to the people of Northwest Victoria. The hospital also provides medical imaging and pathology services.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.

### VISION

Mildura Base Public Hospital – providing exceptional care.

### PURPOSE

To improve outcomes for our tri-state communities, by creating partnerships, leading a culture and building our team to deliver sustainable services.

### VALUES AND BEHAVIOURS

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation, for more information on our HEART values and the expectations to uphold the values, please refer to page 5 of this document.

### POSITION SUMMARY

This position provides administrative support to the Foundation Coordinator as part of the Communications and Marketing Team. The position requires a friendly and accountable person who can support the on boarding, orientation, and retention of Volunteers. The position requires an ability to be adaptive and pro-active to the needs of Foundation events and projects. Excellent computer and interpersonal skills are required.

### KEY RESPONSIBILITIES AND DUTIES

- Support the **promotion, on-boarding and screening** of Volunteers.
- Coordinate the Volunteer Programme Microsoft Teams **database** to ensure it meets Volunteer Mandatory Requirements.

- Continue to identify **opportunities** to improve the Volunteer programme.
- Liaise with Volunteers, department heads and ward clerks to ensure the Volunteer **roster** is up to date and communicated appropriately.
- Provide ongoing support to Volunteers through the implementation of professional development and **training** opportunities.
- Liaise with Volunteers and department heads to provide consultation between meeting **service delivery** needs of the health service.
- Provide Volunteer **communications** through Microsoft Outlook, a regular newsletter and volunteer profiles.
- Administer the content of the Volunteer MBPH **webpage** to ensure information is engaging, professional and up to date.
- Support Foundation **Events** such as but not limited to the Ball Tie Ball, Golf Day and Back to the Base.
- Other duties forming part of the Communications & Marketing Team as directed.

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct and MBPHs Heartbeat Guideline**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards) in alignment with the MBPH Clinical Governance Framework. All employees are responsible for contributing to safe, effective, accountable and person-centred care by:

- Proactively identifying and reporting risks to minimise and mitigate them
- Operating within their scope of practice and seeking help when needed

Ensuring patient and consumer safety and quality of care is your highest priority.

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential

- Certificate III Business Administration or a minimum 2 years administration **experience** in a professional working environment.
- A personal approach with a proactive, and positive **attitude**.
- Ability to interact and **communicate** professionally with people of all ages and abilities.
- A high level of **organisation** and confidence with the ability to follow work instructions, clarify information, improve and maintain office systems.
- Excellent **time management** skills, ability to priorities work and meet deadlines with minimal supervision.
- A willingness and ability to **learn** new procedures, processes, software and systems under direction.

- Advanced level **computer/keyboard skills** using Microsoft Teams, Word, Excel and PowerPoint.
- Exceptional interpersonal skills with an ability to work as part of a **team**; willingness to assist with both large and small jobs within the team, follow and take instructions from peers as directed.
- Ensure **confidentiality** of staff and sensitive work-related information at all times.

**Desirable**

- Administration experience within the health or community sectors.
- Marketing, community development or health promotion experience.

**MANDATORY REQUIREMENTS**

**National Police Record Check**

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

**Working with Children Check:**

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**Immunisation Requirements**

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

**Drivers Licence**

A current Victorian driver’s licence is required for this position

*All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital’s discretion and activities may be added, removed or amended at any time.*

**ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

- "I choose..."
- "I care..."
- "I prefer..."
- "I will..."
- "I can..."
- "Can we explore that more so I can understand it better?"
- "We will...us...we can..."
- "Is there a better way to do this?"

## LANGUAGE WE DON'T USE

- "I have to..."
- "I must ..."
- "If only..."
- "Ah well, that is because of XYZ..."
- "Our processes do not let us do it"
- "Things have always been done this way"
- "Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

