



Template Position Description

Purpose

Position Descriptions are written statements that clearly describe the duties or task to be undertaken and the responsibilities of the particular position. The position description also includes information about working conditions, tools and equipment used, knowledge and skills required and Work Health and Safety responsibilities.

Employee Name : TBA
Date PD Issued: 25/10/2022
Position: Traineeship Business/Administration
Host Employer: Casterton memorial Hospital
Supervisor: Loren Hulm
Host Employer Address: [63 - 69 Russell Street, Casterton Victoria 3311](#)
Westvic Staffing Solutions Apprentice/Trainee Consultant: Kim Cameron - 0408 948 248
Duties of Position:

- Establish and maintain courteous customer service and reception functions.
- Perform hospital cashier, including petty cash, and banking requirements on a daily basis.
- Provide clerical and administrative support to community health personnel and their associated functions.
- Co-ordination and delivery of both postal and electronic incoming and outgoing mail.
- Perform typing requirements for correspondence, minutes and agendas as delegated.
- Provide clerical support to Corporate Services Officer.
- Coordinate the Hospital Card Program.
- Adhere to Hospital Policy and Procedures.
- Undertake education and change management training as and when required.
- Ensure confidentiality, privacy and discretion is adhered to at all times.

Tasks Involved:

- To have a sound knowledge of the function of Casterton Memorial Hospital and display good communication skills with clients, patients, residents and fellow employees maintaining strict confidentiality where and when required.
- Attend to all clients and public enquiries, both over the counter and via the telephone in a courteous, efficient and confidential manner.
- Timely distribution of both postal and electronic incoming mail, internal mail and messages to appropriate personnel.
- Daily preparation of external mail for delivery to post office.
- Receipt all monies, cheques and direct credits as presented to the Hospital, process daily banking and perform daily and monthly reconciliation.
- Attend to appointments & bookings for allied health services, designated specialist services, hospital facility and equipment hire as required. Also bookings for hospital cars, community bus and key control.
- Manage bookings of CMH Accommodation.
- Liaise with and assist community health personnel in administrative / clerical functions. Reconcile &

receipt community health revenue from activities as required.

- Carry out other clerical duties as directed by the Corporate Services Officer.
- Collate CMH Newsletters for relevant areas eg. Residential Care.
- Control of CMH's photo library/history.
- CMH newspaper clippings – file into albums.
- Nightly lockdown of facility according to 'Lock Down Procedure'.
- Leave relief function as delegated by Corporate Services Officer.
- To assist statistical recording and reporting as required.

Work Conditions:

Personal Requirements:

- To be approachable and have the ability to liaise with fellow staff, clients and business associates in a courteous and efficient manner.
- Ability to prioritise tasks and work in an efficient manner.
- Ability to work as a team member in the overall functioning of the hospital.
- Ability to undertake education when opportunity arises.
- Interest in expanding and increasing knowledge in relation to current position.

Key Selection Criteria: As Above

Qualifications and Licenses Required:

- N/A

Workplace Health and Safety:

- Follow Westvic Staffing Solutions' and the Host Employer's Workplace Health and Safety policies, procedures and workplace instructions
- Co-operate with the Employer and Westvic Staffing Solutions with respect to any action taken by the Host Employer and Westvic Staffing Solutions to comply with any requirements to provide a workplace that is safe and without risks to health
- Correctly wear and maintain items of personal protective clothing and equipment that are provided
- Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions whilst at work
- Report any incidents with in the workplace to the Host Employer and Westvic Staffing Solutions without delay.



EMPLOYMENT REQUIREMENTS	
<i>Our Mission</i>	<p>To provide services that promotes an individual’s life to the fullest.</p> <p>With Open Arms</p> <ul style="list-style-type: none"> • To welcome and include all persons equally. <p>Excellence</p> <ul style="list-style-type: none"> • To provide the optimum standard of care and service within available resources. <p>Accountability</p> <ul style="list-style-type: none"> • To be accountable and transparent for all our actions. <p>Respect</p> <ul style="list-style-type: none"> • To demonstrate dignity, privacy and honesty towards all clients. <p>Empathy and Compassion</p> <ul style="list-style-type: none"> • To understand and respond to people’s needs and feelings.
<i>Code of Conduct</i>	<p>The expectation is that Casterton Memorial Hospital employees and volunteers will adhere to the values as outlined in the <i>Code of Conduct for Victorian Public Sector Employees (No 1) 2007</i>.</p> <p><u>CMH Code of Conduct Policy</u></p>
<i>Confidentiality</i>	<p>You must ensure that the affairs of Casterton Memorial Hospital, its patients, residents, clients and employees remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reason or by law. Such confidentiality shall extend to the commercial and financial interest of Casterton Memorial Hospital. Any breach of confidentiality will be viewed as a serious matter and may be subject to disciplinary action including termination.</p> <p><u>CMH Privacy/Confidentiality Policy</u></p>
<i>Contract of Employment</i>	<p>Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and condition will apply until by mutual agreement they are altered or replaced in writing.</p>
<i>Clinical Handover</i>	<p>CMH recognises the importance of clinical handover in the delivery of safe, effective, high quality care. It is the responsibility of all CMH employees to ensure that clinical handover is performed in an effective manner with the appropriate communication so that safe, timely and effective patient care is delivered. This includes all employee groups who provide clinical and non-clinical care in their role at CMH</p> <p><u>CMH Clinical Handover Policy</u></p>



<p>Infection Control</p>	<p>It is the responsibility of the employee to comply with the Infection Control policies and practices of Casterton Memorial Hospital. You will also be expected to participate in infection control education yearly.</p> <p><u>CMH Infection Control Policy</u></p>
<p>Information Technology</p>	<p>The employee is to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, data projector. They will also need to become familiar with the programs used by Casterton Memorial Hospital.</p> <p><u>CMH Information Technology & Communications Management Policy</u></p>
<p>OH&S</p>	<p>CMH does not tolerate violence or aggression in the work place. All employees must provide evidence of training in occupational violence prevention or complete a compulsory unit on employment. The employee is required to comply with all Casterton Memorial Hospital Occupational Health and Safety policies and procedures. Employees should take reasonable care to ensure personal safety and the safety of others is not compromised by their actions or omissions in the workplace. Employees must take special note of minimal / manual handling guidelines with their work practices. Employees should notify or rectify actual or potentially hazardous situations where appropriate and report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act 2004 - Sec 25)</p> <p><u>CMH Occupational Health and Safety Policy</u></p>
<p>Charter of Human Rights & Responsibilities</p>	<p>The employee is required to understand this “Charter” which sets out basic rights, which are protected by law for all Victorians, in regards to freedom, respect, equality and dignity. Employees should act compatibly with the charter rights.</p> <p><u>Victorian Charter of Human Rights & Responsibilities</u></p>
<p>Aged Care Charter of Rights</p>	<p>Employees are required to understand this “Charter” which sets out the rights for all aged care consumers, regardless of the type of care they receive.</p> <p><u>Aged Care Charter of Rights</u></p>
<p>Quality, Safety & Risk</p>	<ul style="list-style-type: none"> • All employees should understand the application of National Safety and Quality Healthcare Standards, Aged Accreditation Standards and other applicable regulatory standards to ensure compliance is maintained. • Actively participate and support CMH Quality Improvement framework, plan, activities, audits, projects and documentation. • Adhere to CMH Emergency, OH&S and Safety procedures. • Ensure effective response to and reporting of complaints and incidents. <p><u>CMH Quality Improvement Policy</u> <u>CMH Emergency Response Policy</u> <u>CMH Risk Management Policy</u></p>
<p>Performance Review</p>	<p>The Manager of Nursing Services or Department Head will undertake an initial performance review at three months post-employment then annually.</p> <p><u>CMH Performance Review Policy</u></p>



<p>Person Centred Care</p>	<p>Person Centred Care is an approach to treatment and care that consciously adopts the person’s perspective around such dimensions as respect for the person’s values, preferences and needs, beliefs and cultural needs, family situation and lifestyle. CMH is committed to ensuring that patients, residents, clients and their families/carers are encouraged to play an effective role in planning, development, delivery and evaluation of the services provided by the organisation. CMH employees have a responsibility to encourage patients/residents/clients and their family/carer to participate in all activities undertaken by the organisation and should be considered a part of routine management practice. Examples are the Active Service Model in Primary and Community Health care, dining and socialisation in Residential Care, and active rehabilitation in Acute Care.</p>
<p>Fraud & Corruption</p>	<p>The expectation is that Casterton Memorial Hospital employees and volunteers will adhere to the values as outlined in the <i>CMH Fraud, Corruption and Other Losses Policy</i> and complete the Fraud & Corruption training on the Learning Management System.</p> <p><u>CMH Fraud Corruption & Other Losses Policy</u></p>
<p>Police Check and Statuary Declaration</p>	<p>Appointment is subject to a satisfactory police records check. All staff must have approval by the CEO before confirmation of employment is made.</p> <p>The applicant is also required to sign a statutory declaration indicating whether since the age of 16 they have been a citizen or permanent resident of a country other than Australia and, that they have no conviction of murder, sexual assault or assault resulting in imprisonment.</p> <p><u>CMH Police Checks Policy</u></p>
<p>Disability Worker Exclusion Scheme Check</p>	<p>Employees who work in departments of CMH that provide services to National Disability Insurance Scheme (NDIS) consumers are required to complete this check.</p>
<p>Immunisation Requirements</p>	<p>All employees are required to be up to date with their immunisations in line with the Australian Immunisation Handbook and provide evidence of their immunisation history, prior to appointment.</p> <p>It is mandatory for all employees to have up to date Covid-19 and Influenza vaccination.</p>
<p>Probation period</p>	<p>A probation period of three months will be adhered to after which a permanent contract will be offered if the incumbent’s initial performance review is satisfactory.</p>
<p>Privacy</p>	<p>Employment is subject to compliance with the <i>Health Records Act</i>. This Act requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.</p> <p><u>CMH Privacy Policy</u></p>
<p>Cultural Diversity</p>	<p>CMH recognises and respects cultural diversity within the community and is committed to respecting individual beliefs, age, gender, economic, cultural and linguistic backgrounds of CMH clients and staff.</p> <p><u>CMH Cultural Diversity Plan Policy</u></p>



<p>Employee and Student Development and learning environments</p>	<p>The employee is required to attend an Orientation Day prior to commencement of employment and participate in their own Personalised Development Program and competencies as they are developed and implemented across CMH. A matrix of mandatory and non-mandatory competencies is updated annually.</p> <p>CMH actively encourages and supports new employees, trainees and students in the work place. CMH works collaboratively with several universities, schools and TAFES to provide clinical and employee based experience. It is the expectation that all employees are actively involved in supporting and preceptoring these clinical placements and to reflect a continuous learning environment.</p> <p><u>CMH Orientation of New Staff Policy</u> <u>CMH Student / Clinical Placement Policy</u></p>
<p>Termination of Employment</p>	<p>Employees should provide written notice of termination of employment as per their relevant award to the Manager of Nursing Services for nursing staff or the Chief Executive Officer for all other employees.</p> <p><u>CMH Employee Resignation / Exit Policy</u></p>
<p>Smoke Free Campus Policy</p>	<p>Smoking is prohibited throughout all buildings and vehicles controlled by Casterton Memorial Hospital. This policy applies to employees, patients, residents, clients, volunteers, visitors and contractors.</p> <p><u>CMH Smoke Free Policy</u></p>
<p>Employee Assistance Programs</p>	<p>All new employees are provided with a mentor to support them during their transition to CMH</p> <p><u>CMH Mentor Information Pack</u></p> <p>CMH encourages healthy lifestyle for employees and provides services and referrals to support wellbeing.</p> <p><u>CMH Employee Assistance Program</u></p>



<p>Child Safety and Mandatory Reporting</p>	<p>Our organisation is committed to child safety.</p> <p>We want children to be safe, happy and empowered. We support and respect all children, as well as employees and volunteers.</p> <p>We are committed to the safety, participation and empowerment of all children.</p> <p>We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.</p> <p>We have legal and moral obligations to contact authorities when we are worried about a child’s safety, which we follow rigorously.</p> <p>Our organisation is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.</p> <p>Our organisation has robust human resources and recruitment practices for all employees and volunteers.</p> <p>Our organisations is committed to regularly training and educating employees and volunteers on child abuse risks.</p> <p>We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.</p> <p>We have specific policies, procedures and training in place that support our leadership team, employees and volunteers to achieve these commitments.</p> <p><u>CMH Child Safety and Mandatory Reporting Policy</u></p>
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Reference: Australian Charter of Healthcare Rights in Victoria
Code of Conduct for Victorian Public Sector Employees (No 1)

Additional Information

- **Hours Per Week : 38 per week**
- **Days per Week: (e.g. Mon-Fri) Monday – Friday – 8.30am- 5pm.**
- **Award / Agreement: National Trainee Wage**
- **Superannuation: 10.5%**
- **Commencement Hourly Rate: as per training wage award.**
- **Allowances:**

Copy to : Employee

Host Employer

Main File

Position Description Acknowledgement

All parties have received, reviewed and fully understand and accept the Position Description and the tasks and conditions included within.

EMPLOYEE:

Employee Name: _____

Employee Signature: _____ Date ____/____/____

HOST EMPLOYER:

Host Employer Name: _____

Host Employer Signature: _____ Date ____/____/____

WESTVIC STAFFING SOLUTIONS:

Westvic Staffing Solutions Representative Name: _____

Westvic Staffing Solutions Representative Signature: _____ Date ____/____/____