

Eastern Health

POSITION DESCRIPTION

Position Title:	Team Leader, Business Service Centre
Award Classification:	HS3
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Director, Business Service Centre

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state wide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



1. POSITION PURPOSE

The BSC Team Leader is critical in maintaining the smooth and efficient operation of the Business Service Centre. This role also includes shared coverage of the Maroondah Hospital & Box Hill Hospital Reception teams alongside our other BSC Team Leader. The role is responsible for managing the day to day operation of the Business Service Centre including resolution of any issues that may affect performance, process and customer service.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Staffing and Leadership

- Carry out workforce planning activities such as recruitment & training
- Prepare staffing scenarios and review these in line with operational needs including the mix of Permanent Part-time and Casual staff to optimise efficiencies
- Conduct staff interviews
- Sound knowledge of eMercury to complete recruitment requests, variations and cessations as required.
- Rostering of staff to meet service level demands including management of annual leave and unplanned leave
- Training of staff in Business Service Centre around responsibilities and the use of BSC managed systems
- Supervision of staff including resolution of issues and ensuring staff meet performance targets
- Initiate one on one meetings where appropriate to address performance concerns
- Maintain team cohesion through staff engagement activities and positive work environment
- Performance review of staff, with support from the Director of the Business Service Centre
- Ensuring compliance of staff to complete Mandatory Training
- Update RosterOn and complete payroll tasks
- Provide Reception coverage as needed
- Liaise with Car Park/Access Administrator for issues with car park stations
- Liaise with Medical Workforce regarding issues with Doctor pagers and on-call rosters
- Provide peer Team Leader support/coverage when on leave.
- Oversee Systems Administrators

System Management

- Administration of various Business Service Centre systems across all Eastern Health sites including but not limited to IntelliDesk Console, Messenger System, Gallagher Access and Security System, CCTV System, Digital Signage System, Responder 5 Nurse Call System, Patient Entertainment System etc.
- Investigation, troubleshooting and escalation of faults with BSC managed systems to vendor or relevant support area
- Assist in facilitating changes and enhancements to BSC systems in conjunction with vendors
- Provide second level support to end users for BSC managed systems
- Facilitate training for end users on BSC managed systems in conjunction with vendor
- Ensure vendor manuals and/or training manuals are reviewed to see that they are the latest version from the vendor & included in applicable reference folders

- Ensure Vendor contact lists are accurate and up to date
- Have a clear understanding of Service and Maintenance Agreements (SMAs) & priorities (Director, Business Service Centre to share the applicable details).
- Oversee the timely approval of invoices & receipt of completion documentation (as applicable) via the Systems administrators. Escalating to accounts or the Director, Business Service Centre for support where required.
- Maintain the Shared Drives and Folders in line with the rest of the team (delegating as required to ensure files are kept tidy and naming protocols are followed to reduce file clutter)
- Assist system administrators with escalations/queries as required.

Reporting and Performance

- Compile data for reporting purposes – daily, weekly, monthly and/or quarterly
- Development of Procedures and Policy
- Assume the role of Super User for Business Service Centre managed systems
- Development of process and procedures for Business Service Centre services and facilitate high level service to consumers through Business Service Centre contact points (Main Reception, email, vFire, phone)
- Maintain stock levels for office and system consumables
- Participate in relevant projects and initiatives as required both within the department and across the organisation

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always

- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____(Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

Skills and attributes

- Proven ability to be discreet when dealing with matters of a confidential nature
- Proven ability to plan, program and coordinate workloads and to meet deadlines
- Ability to coach and mentor the Business Service Centre Staff and lead that team through change
- Ability to self-manage, use judgement, initiative and flexibility of approach to meet changing requirements and situations
- Professional communication style
- Sound verbal and written communication skills
- Proficient typing with high accuracy
- Well-developed time management skills
- Ongoing learning and sharing of Product Knowledge of systems
- Compliant in hospital procedures and knowledge

- Full knowledge of Eastern Health’s website/ BSC confluence page and share drives.
- Sound operational knowledge systems, including but not limited to Intellidesk system, Spok Messenger system, Digital Signage system, Patient Entertainment and Nurse Call system, CCTV system, Gallagher Access System, Forcefield Access system.
- High attention to detail and well developed problem solving skills

Customer service focus

- Ability to work calmly under pressure in a responsive, courteous and professional manner
- Empathy and a ‘can do’ attitude
- The ability to establish a rapport in communicating with staff at all levels in Eastern Health and patients and visitors from diverse backgrounds, providing prompt and courteous service
- Ability to problem solve and offer best solution
- Friendly and patient focused response that is consistent with Eastern Health values in particular “a great patient experience”
- Manage complaints when required ensuring thorough investigation is completed and feedback provided when necessary
- Sound understanding of VIHMS for logging of incidents
- Ability to recognise when a call is required as opposed to an email – using best judgement for the best outcome and utilisation of time.

Teamwork and Leadership

- Good team values and willingness to work collaboratively within team and rostering environment
- Flexibility and adaptability is required
- Ability to work as a team and to backfill roles during periods of staff shortages
- Ability to lead team through change and maintain positive working environment
- Well-developed workforce planning and recruitment skills to ensure staffing needs are met

Learning and Development

- Proactive approach to learning and skill development
- Attendance at compulsory education and training and demonstrate the ability to adapt, learn and develop any new necessary skills required in the Business Service Centre
- Commitment to developing and achieving key performance indicators for the Business Service Centre
- Commitment to question EH processes and suggest improvements along the way to foster a culture of learning and development.

Administrative

- Providing KPI/Performance reports for Business Service Centre activities
- Ordering of stationary items and consumables
- Applying uniform code to BSC Staff

Desirable

Previous experience in the medical or health sector

Understanding of medical terminology or experience working within the medical industry

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au