

POSITION DESCRIPTION

Position Title:	Administration Support – Salary Packaging Officer
Business Unit/Division:	People & Culture
Award Agreement:	Victorian Public Health Sector Health & Allied Services Managers and Administrative Workers Single Interest Enterprise Agreement 2016-2020
Classification:	Administration Officer, Grade 1 (HS1)
Employment Type:	Part Time (Fixed Term until 1 July 2024)
Reports to:	Salary Packaging Management
Date Prepared/Updated:	May 2023
General Role Statement:	This role is responsible for the administrative and customer service support to the operations of Salary Packaging.

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Moreland Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- North Area Mental Health Service Community Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

A healthier community, making a difference for every person every day.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our community.
- Kind – We treat everyone with kindness, respect and empathy.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined five strategic goal. Focussing on these goals will support us to achieve our vision and mission.

- A safe, positive patient experience
- A healthier community
- An innovative and sustainable future
- Enabled staff, empowered teams
- Engaged learners, inspired researchers

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

ROLE STATEMENT

The Salary Packaging Officer role will strive to deliver and maintain exceptional customer service to our employees, from their initial appointment at NH to the end of their contract. From the first point of contact the Salary Packaging Support officer will maintain a professional and personal relationship with our customers and provide administrative support to the daily processing of Northern Employees Salary Packaging and Novated Leases.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza and Covid-19.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Roles & Responsibilities include:

- Provide exceptional customer service to all employees from their initial appointment at Northern Health to the end of their contract.
- Liaise with employees across all sites of Northern Health to provide our Salary Packaging client base with a simple and accessible salary packaging service.
- Provide administrative support to the daily processing of new package applications, amendments, reimbursement claims, reconciliations, novated lease deductions and enquiries, data entry, file management, email and telephone enquiries and salary packaging card applications.
- Participation and support in the implementation of service/system development.
- Maintain a professional relationship with the salary packaging team and with external stakeholders (software provider, novated lease provider and salary packaging cards provider).
- Providing support to team members to ensure best practice delivery of services to all

- Ensuring payroll records are maintained in accordance with established Pay Office/Salary Packaging procedures and protocols
- Maintaining confidentiality of all documents and ensuring that any information obtained during the course of employment is kept confidential and is used only for the performance of normal payroll/Salary Packaging functions
- Responsible for additional duties as requested

SELECTION CRITERIA

Qualifications, Registrations and Qualities

Essential

- Customer Service experience
- Sound numeracy skills, attention to detail and accuracy
- Proven ability to communicate, both orally and in writing, in a clear and concise manner
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis and being fully vaccinated against Covid-19. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Desirable Experience

- Health sector experience
- Awards/Employment Agreement
- Experience with SAP
 - Knowledge of Salary Packaging

Knowledge, Skills and Behaviours

- MS Office Suite
- Excellent organisation and communication skills with all levels of staff and external partners.
- Written, verbal and interpersonal communication
- Proven ability to problem solve, work under pressure to meet deadlines and ensure required service outcomes;
- Attention to detail

Personal Attributes

Working with others

- Develop good rapport with colleagues, management and staff
- Understand relationships between Payroll and the support staff
- Actively seek and respond to constructive feedback from different sources (peers/clients) to improve overall performance

Communication

- Communicate clearly and effectively.
- Communicate respectfully and professionally with internal and external parties.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date: