

### **General Information**

Peninsula Home Hospice is an accredited, not for profit community palliative care organisation providing specialist health care and practical support to people living at home with a life limiting illness and their families and friends. PHH supports people who live within the Mornington Peninsula Shire, City of Frankston and City of Kingston (south of Mordialloc Creek)

### **Statement of Purpose**

*Peninsula Home Hospice provides home based specialist palliative care that optimises quality of life and honours the hope for comfort, choice, dignity and peace.*

### **Core Values**

We are: *Respectful, Compassionate, Inclusive, Supportive, Responsive*

### **Position Specification**

<b>Reports To</b>	Clinical Admin Leader
<b>Portfolio</b>	
<b>Award</b>	Aligns with Health Professionals & Support Services Award 2020
<b>Classification</b>	Administrative/Clerical Services 4
<b>Hours</b>	As per Contract
<b>Role Reflection</b>	Initially during the probation period at three months, and six months, then annually

A condition of employment with Peninsula Home Hospice is that all staff have a satisfactory Police check.

### **Key Selection Criteria**

<b>Mandatory</b>	<ul style="list-style-type: none"><li>• Well developed interpersonal and telephone communication skills</li><li>• Ability to take a calm, caring and compassionate approach to clients and refer appropriately to clinical staff as required</li><li>• Strong customer service ethic, displaying a genuine desire to assist internal and external stakeholders</li><li>• The ability to display sound judgement in sensitive situations, showing empathy toward all stakeholders</li><li>• Advanced knowledge in MS Office Professional programs</li><li>• Advanced administrative skills and the ability to manage conflicting priorities from multiple stakeholders</li><li>• Attention to detail to ensure that client records are accurate and updated as necessary</li><li>• Excellent time management skills with ability to work independently with minimal supervision</li><li>• Ability to maintain confidentiality at all times</li><li>• Ability to work as a member of a team and cultivate sound working relationships</li><li>• Current Drivers Licence</li></ul>
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- Desirable
- Knowledge or training in medical terminology
  - Client records management skills
  - Experience with event coordination including venue booking, catering, RSVP management and online event ticketing systems

**Position Objective**

- Information is communicated appropriately and in a timely manner using well developed systems
- Provide OH & S support to Business Services and Clinical Administration
- Clinical Admin Office staff have appropriate administrative support

**Key Responsibilities**

1. Reception Responsibilities
2. Support Clinical Administration Systems
3. OH&S Support

**Key Responsibility 1**

**Reception Responsibilities**

**KPI:**  
*Communication maximises engagement with others  
Messages are received promptly  
Mail register maintained*

- Develop and maintains efficient communication systems including telephone, post and electronic mail for the Organisation
- Greets all visitors, help them navigate through the office and ensure they feel welcome and safe
- Complete daily opening and locking up procedures
- Assists with maintenance of organisational assets
- Manages meeting rooms
- Assists with function, event, client and volunteer programs co-ordination, mail outs and RSVP's (including catering/venue and transport) at internal and external locations

**Key Responsibility 2**

**Support Clinical Administration Systems**

**KPI:**  
*Clinical administration systems are maintained during periods of high demand*

- Provides back up to Clinical Administration Officers as required including telephone support, processing and distributing correspondence and upkeep of client records and resources
- Provides administration support for Volunteer program and Counselling and Allied Health programs as directed by the Clinical Administration Leader

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**Key Responsibility 3    OHS Support**

- KPI:**
- Ensures safety of staff and visitors in accordance with the organisations policies and procedures including emergency scenarios and warden responsibilities'
  - In collaboration with Clinical Administration staff monitors the daily staff safety system

All staff are expected to:

- Demonstrate an understanding of Peninsula Home Hospice Policies and Procedures, including those relating to quality management
- Participate in PHH Quality Improvement Activities including ACHS EQuIP
- Maintain a professional appearance as required by Peninsula Home Hospice Policy
- Ensure familiarity and compliance with Occupational Health and Safety requirements and regulations
- Undertake other projects and duties as directed by your Line Manager or the Chief Executive Officer

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Employee Signature

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Date

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Chief Executive Officer Signature

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Date