

Position title	Reception/Administration Assistant
Work Location	1836 Sturt Street, Alfredton
Employment type	Ongoing
Duration	0.4 EFT
Position reports to	CEO
Date approved	December 2025

Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service, caring for people living with a life-limiting illness and supporting their family and carers in their place of residence. We are a team of specialist palliative care clinicians, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for, including 24-hour support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients, and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of the Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support, including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation, we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate a Friends of Hospice Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in the development of students, research and learning.

Vision

To offer our community a specialist palliative care service focused on end-of-life issues and care

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care to anyone facing end-of-life issues

Values



Position Purpose

This position provides a welcoming, professional, and efficient first point of contact for Ballarat Hospice Care Inc. (BHCI), ensuring clients, carers, families, volunteers, staff, and community members receive timely and compassionate support. The role maintains smooth daily office operations by coordinating reception services, managing administrative workflows, supporting accurate information flow, and assisting with communication between clinical and support teams.

The position provides reliable administrative and organisational support to the CEO, contributes to financial processes, and helps ensure BHCI's office environment and systems operate effectively. Through these responsibilities, the role strengthens BHCI's capacity to deliver safe, person-centred, high-quality palliative care to the community.

Scope

- Acts as the first point of contact for BHCI, providing informed, supportive, and professional communication.
- Provides coordinated and effective communication and support to patients, carers, volunteers, health professionals, staff, and the CEO.
- Contributes to efficient and consistent organisational processes across reception, administration, and information management.

Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Demonstrate cultural appropriateness and respect for diversity.
3. Provide effective and comprehensive communication and information management.
4. Provide administrative and management support to the CEO.
5. Oversight of building and property maintenance in cooperation with the Stores & Equipment Coordinator.
6. Assist with the coordination of community donations and membership administration.
7. Manage accounts payable with the support of the Finance Manager.

Key Responsibility 1:

Demonstrate and uphold the values of BHCI through professional attributes and behaviours

- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice.
- Proactively contribute to professional attributes and behaviours (see over).
- Ensures the provision of service complies with the policies and procedures of BHCI.
- Communicate openly and honestly as an effective team member.
- Commitment to the delivery of person-centred care.

Key Responsibility 2:

Demonstrate cultural appropriateness and respect for diversity

- Demonstrate a positive regard for diverse cultures, genders, sexual orientations and person-centred care.
- Respond to all people in a non-judgmental, inclusive and supportive manner.
- Demonstrate awareness of the relationship between culture, diversity, health beliefs, and health-seeking behaviour.
- Participate in education specific to cultural diversity, cultural safety, LGBTQIA+ inclusivity and the inclusion of minority groups regardless of how they identify.

Key Responsibility 3:

Provide effective and comprehensive communication and information management

- Use discretion in the CEO's absence and escalate urgent matters appropriately.
- Manage incoming calls and liaise with patients, carers, families, volunteers, and health professionals.
- Liaise with the Clinical Coordinator, Supportive Care Advisor, Response Nurse and clinical team on patient matters in a timely manner.

- Prepare accurate admission, discharge, and correspondence for GPs and clients.
- Request and upload referral information to PalCare in cooperation with the Resource Nurse.
- Generate PalCare reports for CEO and operational reporting.
- Upload monthly VINAH data into the DHHS Health Collect Portal.
- Prepare documents for the Victorian Health Experience Survey.

Key Responsibility 4:

Provide administrative and management support to the CEO

- Undertake general administrative tasks, including data entry, filing, and mailing.
- Provide accurate and timely message delivery.
- Support CEO diary management.
- Assist with coordination of meetings, events and functions in cooperation with the CEO and Communication and Engagement Coordinator.
- Contribute to publications, service brochures and the annual report.
- Monitor and order office supplies and stationery.
- Ensure compliance with document destruction and record management procedures.

Key Responsibility 5:

Support the management of building and property maintenance

- Work in conjunction with the Stores Coordinator to contact external contractors for equipment hire, building maintenance or repairs.
- Monitor and process purchase orders and incident reports related to property or equipment for submission to the CEO.
- Maintain accurate records of external contractors and service activities in the reception diary.

Key Responsibility 6:

Assist with the coordination of donations and membership administration

- Maintain accurate records of donors, members and sponsors in cooperation with the Communication and Engagement Coordinator.
- Process donations and generate receipts through the financial system (Xero).
- Generate thank you letters for donors.
- Coordinate annual mail-outs for donations and memberships.
- Prepare letters and receipts for new and existing members.
- Prepare donation and membership data for the Annual Report.

Key Responsibility 7:

Manage accounts payable with support from the Finance Manager

- Receive, check and process invoices for payment in the financial system (Xero).
- Prepare checked invoices to the bank, ready for payment.
- Ensure paid invoices are filed in a secure environment.
- Maintain accurate records of financial transactions in cooperation with the Finance Manager and CEO.

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the Australian Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protection Act 2014 (Vic)) and Health Privacy Principles (Health Records Act 2001 (Vic)).

Professional Attributes and Behaviours:

Teamwork

- committed to sustaining a positive and trusting team culture
- proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
- willing to work collaboratively with all team members and willing to share information with colleagues
- open and honest communication with all team members
- willing to negotiate positive outcomes with all team members
- willing to develop new skills and knowledge rapidly

Motivation

- demonstrates a confident, optimistic and proactive mindset
- takes ownership of own job and actively considers the consequences of their actions and the decisions they make
- demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives

Workplace Integrity

- demonstrate ongoing commitment to the Vision and Mission of BHCI
- preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
- treating the workplace environment, other staff and contractors with respect
- dealing with confidential and sensitive information in a professional manner

Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

Key Selection Criteria

1. Demonstrated experience in dealing with people who require a sensitive and respectful response to their needs.
2. Ability to maintain confidentiality and exercise discretion when managing private and sensitive information.
3. Exceptional organisational and time management skills.
4. Demonstrated flexibility and problem-solving skills, with the capacity to adapt to changing priorities and contribute to improvements in processes.
5. Highly developed verbal and written communication skills.
6. Ability to work independently or collaboratively, and also following direction from the CEO and senior staff.
7. Proficiency in Microsoft Office, financial software (Xero or similar) and information management systems.
8. Commitment to the values and mission of BHCI, including person-centred care, cultural respect, inclusivity, and supporting the organisation's vision in all work practices.

Qualities and Experience

- Experience working with people in a sensitive, professional and supportive manner and within a busy environment.
- High level of emotional intelligence, empathy and awareness.
- Experience providing senior-level administrative support, preferably to an executive or CEO.
- Bookkeeping skills or willingness to undertake training.

Also required – current and ongoing maintenance

- Current Police Check
- Current Driver's Licence

Other relevant information:

- The CEO may amend this position description if required. Any changes will be made in consultation with the affected employee(s).
- You are required to comply with Workplace Policies and Procedures (as amended from time to time) and contribute to and maintain a safe workplace environment.
- Appointment will be subject to a three-month probationary period from the date of commencement and a Performance Review will occur three (3) months following, then annually considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature _____

Date _____

CEO Signature _____

Date _____