

Eastern Palliative Care – Position Description

Eastern Palliative Care Ltd. (EPC) delivers home-based care services to the eastern region of the Greater Melbourne area within a value-based health care framework. All staff and volunteers of EPC demonstrate a commitment to the Code of Ethics, Code of Conduct, organisational Purpose and Values.

Our Purpose

- ✓ Our clients live with the best quality of life, before dying in their place of choice.
- ✓ Our clients, their families and carers are supported according to their needs and choices.
- ✓ Our resources are managed wisely and sustainably to provide value for the community.

Values	Internal	External
Compassion	Contribute to a respectful workplace where colleagues support and care for one another.	Demonstrate empathy by listening, accepting and responding to the needs of clients, carers and families.
Dignity	Value each person's contribution and engage in respectful conversations that acknowledge differences.	Respect each person's individuality, choices, rights and life experience.
Excellence	Support continuous improvement through learning, growth and a positive attitude.	Deliver evidence-based quality care supported by ethical practice, research and leadership.
Empowerment	Encourage trust, transparency, collaboration and participation in planning and decision-making.	Build trusting relationships that place people at the centre of decisions and choices.

Position Title:	Administrative Coordinator – Casual/Bank
Location:	Mitcham, Victoria, Australia
Reports To:	Administrative Services Manager
Industrial Instrument:	Individual Employment Contract, Non-Award
Department:	Corporate Services
Performance Reviews:	Regularly during the first six months and then annually at the anniversary of commencement
Date of Publication:	September 2026

POSITION SUMMARY

Reporting to the Administrative Services Manager, the Administrative Coordinator – Casual/Bank provides comprehensive support across the organisation. The role coordinates administrative processes, manages documentation and information systems, supports responsive service delivery, and contributes to continuous improvement and best-practice administration.

As a casual/bank employee, you may work across any administration team as required.

KEY RELATIONSHIPS

Internal

- Administrative Service Manager, Administration Team and Corporate Services staff.
- Clinical Nurse Consultants, Allied Health Leaders and Clinical Care Teams.
- Other EPC employees and volunteers as required.

External

- Clients, carers and members of the community.
- Service providers, referrers, partner organisations and community agencies.

KEY SELECTION CRITERIA

Formal Qualifications

A qualification in Business Administration, Office Administration or a related discipline is desirable.

Essential

- Demonstrated experience in an administrative or customer service environment.
- High level of proficiency in Microsoft 365 applications, including Outlook, Word, Excel and Teams, with the ability to learn organisational systems.
- High level organisational and time management skills, including the ability to prioritise competing tasks and meet deadlines.
- Strong written, verbal and interpersonal communication skills.
- High attention to detail and demonstrated accuracy in data entry, record keeping and document management.
- Ability to work independently and collaboratively within an administration and multidisciplinary team environment.
- Demonstrated commitment to confidentiality, professional conduct, inclusive practice and responsive customer service.

Desirable

- Experience in health, community services, human services or the not-for-profit sector.
- Experience using client management systems, databases, records management systems or telephone systems.

KEY RESULT AREAS

KRA 1: QUALITY, CONTINUOUS IMPROVEMENT, OCCUPATIONAL HEALTH AND SAFETY AND RISK MANAGEMENT

Purpose: Contribute to the delivery of safe, compliant, confidential and continuously improving administrative services across EPC.

- Comply with EPC policies, procedures, quality standards, privacy requirements and information management practices.
- Take responsibility for personal health and safety and contribute to a safe environment for colleagues, clients, carers and visitors.
- Identify, report and escalate incidents, hazards, near misses and operational risks in accordance with EPC processes.
- Maintain accurate, confidential and audit-ready administrative records, documentation and information systems.
- Participate in mandatory training, organisational meetings and quality improvement activities.
- Contribute to the review, implementation and improvement of administrative processes, procedures and systems.
- Support initiatives that improve administrative efficiency, quality and service outcomes.
- Contribute to administrative process improvements that enhance efficiency and customer service.

KRA 2: ADMINISTRATION AND DATA MANAGEMENT

Purpose: Provide efficient, accurate and responsive administrative support that enables effective team/organisational operations and service delivery.

- Provide comprehensive administrative support to the designated Team or wider organisation and contribute to broader administrative services across EPC.
- Answer and redirect incoming calls.
- Coordinate and process correspondence, incoming documentation, enquiries and other allocated administrative workflows.
- Maintain accurate databases, filing systems, statistical information and records to support reporting and service delivery.
- Administer petty cash and other designated administrative functions in accordance with organisational requirements.
- Prioritise competing tasks and manage workload to meet operational requirements and agreed timeframes.
- Monitor workflows and escalate delays, service issues or operational risks that may affect service delivery.
- Use Microsoft 365 and designated organisational systems to support efficient communication, workflow and information management.

KRA 3: TEAMWORK, INCLUSION AND CUSTOMER SERVICE

Purpose: Contribute positively to team culture, stakeholder relationships and customer-focused, inclusive and culturally responsive service delivery.



- Provide professional, responsive and customer-focused service to clients, carers, staff, service providers and other stakeholders.
- Build and maintain positive working relationships across Clinical Care Teams, the Administration Team and the wider organisation.
- Communicate clearly, respectfully and professionally in written and verbal interactions.
- Contribute to team performance through collaboration, reliability, information sharing and constructive participation.
- Support positive team dynamics and a respectful, inclusive and supportive workplace culture.
- Identify, address or appropriately escalate workplace issues, customer concerns and conflict.
- Demonstrate respect for diversity and apply culturally safe, accessible and inclusive practices in all interactions.
- Adapt communication and administrative support to cultural, language, accessibility and individual needs.
- Demonstrate behaviours aligned with EPC values, organisational expectations and professional standards.