

Position Description

Administration Officer

Vision: To improve and enrich the health and wellbeing of the Boort community and the surrounding districts

NAME: _____	
REPORTS TO	Corporate Services Manager
AREA OF RESPONSIBILITY	Responsible for the effective and efficient operation of all procedures and processes in relation to the management of the administrative functions of the health service. Being the first point of contact for all health services enquiries the administration role is expected to provide the highest level of customer service to ensure that effective and efficient administrative support is provided across all health service operations.
ESSENTIAL	<ul style="list-style-type: none"> • Possess excellent customer service skills with an aptitude for learning and adapting to a changing work environment. • Advanced computer skills in Microsoft Office, particularly Word and Excel • Appropriate Police Check and Working With Children Check • Responsible and mature work attitude
DESIRABLE	<ul style="list-style-type: none"> • Knowledge and understanding of hospital protocols and procedures • Knowledge of privacy legislation and document control • Previous experience within a hospital or health care environment
SAFETY AND QUALITY	The Administration Officer has a responsibility to ensure the safety and quality of all BDH clients and residents by participation and adherence to the BDH Quality and Safety program. The Administration Officer will; <ul style="list-style-type: none"> • Demonstrate a sound knowledge of BDH's Risk management policies & procedures and be able to recognise and report any identified risks while performing day-to-day duties. • Model behaviour that supports the organisations commitment to safety, quality and person centred care.
CLASSIFICATION	Health & Allied Services, Manager and Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
HOURS OF WORK	As per contract
KEY SELECTION CRITERIA	<p>KSC 1 Sound administration knowledge to ensure BDH maintains high standards of record keeping and administrative processes that follow BDH policies and procedures.</p> <p>KSC 2. Proven time management and prioritisation skills.</p> <p>KSC 3. Thorough knowledge and experience in quality improvement processes and understanding of the Australian Quality Health Standards.</p> <p>KSC 4. Evidence of commitment to ongoing professional development.</p> <p>KSC. 5 High-level communication skills both written and verbal and proven ability to be able to liaise and work in a multidisciplinary team.</p> <p>KSC 6. Experience of management of financial systems.</p>

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Key Responsibility Area 1	DESCRIPTION
<p>Personal & Professional Development</p>	<ul style="list-style-type: none"> • Maintain a contemporary knowledge base of changing administrative requirements in order to provide a high level of safe and effective person centred care. • Maintain all mandatory competencies and be actively involved in other training and development activities as required to ensure service delivery meets the strategic needs of the health service. • Attend to monthly meetings. • Demonstrate active participation in the annual performance appraisal process.
Key Responsibility Area 2	DESCRIPTION
<p>Customer Service</p>	<ul style="list-style-type: none"> • Work as the first point of contact for all organisational enquiries providing professional, efficient and friendly customer service. • To greet and direct any site visitors to appropriate locations. • To respond to queries (face-to-face, telephone and written) or take messages and forward to appropriate source. • To maintain client appointments for Private Podiatry in consultation with Podiatrist. • To maintain client appointments (face-to-face and Telehealth) for the Royal Flying Doctor Service (RFDS). • To assist with Dental administration and documentation including but not limited to Titanium processes. • Foster a culture of person centred care. This is achieved by excellence in customer service, identifying that customers include patients, visiting health professionals, all staff employed by the Health Service, visitors, contractors, students, volunteers and the community. • Act as a resource for staff, patients and their families by promoting supportive relationships based on person centred care. • Effective communication between the client/resident/patient, carers and other health professionals in a sensitive and professional manner. • Demonstrated commitment to ensuring all women, men, people from diverse cultural experiences, including Aboriginal and Torres Strait Islander people, class positions and social circumstances, sexual orientations, health and illness conditions are treated appropriately according to their specific needs. • Maintain confidentiality on all issues relating to the organisation, patients and colleagues.

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Key Responsibility Area 3	DESCRIPTION
Administration & Documentation	<ul style="list-style-type: none"> • To ensure that Medical Records are retrieved as directed and the records are archived in a timely manner as required and in accordance with the Public Records Act and any Department of Health guidelines. • To ensure that all client information is filed into the record in a timely manner and in accordance with the Public Records Act and any Department of Health guidelines. • To ensure that all client information is filed into the medical record in the order approved by Health Information Manager (HIM) and in accordance with the Public Records Act and any Department of Health guidelines. • To maintain the fundamental Medical Records System with particular responsibility for inward/outward flow. • Be familiar with the current Patient Management System database to allow searching UR numbers and registering of new clients to establish UR numbers. • Liaise and assist the HIM in ensuring records are available for the preparation of the monthly PRS report. • To establish new UR numbers and produce the physical medical records associated with that UR number. • To merge UR numbers where necessary and produce the physical medical record associated with the merged record. • Receipting of all payments via Manad, Uniti & Oracle at the point of receipt. • Complete daily cash till receipting via Oracle. • Complete daily banking via Oracle. • Actively participate in relevant committees and prepare and submit reports as required by Management. • Ensure that daily checklists, quality audit tools are completed as required. • Demonstrated ability to estimate resource requirements for particular tasks. • Ensure care is based on person centred care that has shared decision making taking into account consumer health literacy. • Any other duties as directed.
Key Responsibility Area 4	DESCRIPTION
Technical Skills and Application	<ul style="list-style-type: none"> • Working knowledge of confidentiality principals where related to all general customer enquiries, medical records and staff information. • Accurately complete data entry tasks in a timely manner e.g. Menu input, Souped Up entries and end of month processes. • Where required provide administrative support to the Finance Officer to ensure accurate records of patient transactions. • Liaise with the Finance Officer to ensure accurate financial systems are maintained to support reconciliation processes e.g. petty cash, end of day banking processes.

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Key Responsibility Area 5	DESCRIPTION
Teamwork & Communication	<ul style="list-style-type: none"> • Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers. • Demonstrated ability to work consistently as a productive team member to achieve team outcomes. Provide a supportive attitude towards changing work practices and onboarding of new staff. • Participate in promoting a safe working environment. • Foster effective working relationships within departments and between departments and resolve any conflict in accordance with BDH procedures and values. • Ensure communication to all staff and stakeholders is inclusive and consistent. • Participate in staff orientation, education and development as required. • Promote the Know Better, Be Better campaign
Key Responsibility Area 6	DESCRIPTION
Quality / Safety and Risk Management	<ul style="list-style-type: none"> • Understands the importance of the quality and safety system at BDH and assume responsibility for the delivery of the systems. • Contribute towards ideas for innovation and improvement in all administration functions with a clear focus on customer outcomes and Accreditation Standard requirements. • Aware of and promotes BDH policies and procedures. • Adherence to the BDH Code of Conduct. • Participation and compliance with all occupational health and safety policies and procedures (including emergency response) • Consumers made to feel welcome and supported at all times. • Actively participate in staff meetings and professional development programs. • Attends to mandatory training. • Skills to be competency assessed by attending face-to-face education or online education. • Actively shows participation in change management.

The Administration Officer performance will be monitored against the following indicators:

1. Evidence that comprehensive administrative procedures is provided which is consistent with a patients/residents care planning
2. Best practice is being delivered and documented in patient/resident records
3. Proof of promotion, leadership and team work on actions supportive of BDH maintaining accreditation under the Aged Care and National Safety and Quality Health Standards
4. Verification of the provision of a positive work place environment that shows professional conduct and communications with other health stakeholders.
5. Active engagement, oversight and involvement in BDH finance processes, systems and documentation.
6. Achievement of duties as assigned by the Corporate Services Manager.

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Services are client focused	<ul style="list-style-type: none"> • Having the courage to question what we do • Determined to do the best job you can • Striving continuously to innovate and improve • Being professionally and enthusiastic • Maintaining client focus
Through impartiality, the rights and choices of people are respected	<ul style="list-style-type: none"> • Showing compassion to all • Demonstrating empathy and understanding at all times • Working as a team and mentoring others • Providing encouragement to others • Ensure commitment to Child Safe Standards
Accountability is demonstrated through our actions	<ul style="list-style-type: none"> • Maintaining confidentiality and privacy at all times • Listening to others and accepting differences • Being punctual • Responding courteously • Greeting all people by saying hello, smiling, introducing yourself, being culturally sensitive • Demonstrating consistency in decision making • Treating people equally being considerate and understanding • Being collaborative and collegiate
Care and services delivered in a manner which demonstrates integrity	<ul style="list-style-type: none"> • Being honest • Leading by example • Being responsible and accountable for your own actions

PERFORMANCE REVIEW

A performance development and review process will be carried out three months after commencement, and on an informal basis and thereafter on a formal annual basis.

I acknowledge that I have received a copy of this position description. I have read (or had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Employee:Date :

Corporate Services Manager:Date:

CEO:Date:.....

Review	
3 Months	<input type="checkbox"/>
6 Months	<input type="checkbox"/>
Annual	<input type="checkbox"/>

Issued: September, 2009 Reviewed: May 2012, August 2013, April 2014, September 2016, December 2018, May 2019, August 2022

Duty List:

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- Meet and greet all clients that enter the health service (including Dental, RFDS, Podiatry and Primary Care)
- Answering the telephone – headset provided
- Accessing Medical Records via a compactus, includes overhead reaching
- Binding
- Laminating
- Photocopying and maintaining photocopy consumables
- Ordering/maintaining stock levels within the stationery room
- Unpacking stock (can include reams of paper)
- Creating clothes labels using machine
- General cleaning of administration and stationery area
- Administering resident and health service petty cash
- Managing storage systems (moving from medical records room to administration area and back each day)
- Filing and culling of medical, urgent care and resident records
- Preparation of resident and acute patient menus (SoupedUp)
- Accessing files, folders for regular updating
- Sorting and distribution of mail
- General administration duties as per role
- Making up admission/discharge pack/expression of interest into Residential Aged Care packs
- Archiving and transportation of deceased Medical, Resident and Urgent Care records
- Admitting / Discharging patients in Urgent Care / Acute / Aged Care using correct inpatient management systems
- Training new staff where appropriate to role and experience