

Position Title: Administration Clerk

Campus: Ballarat

Directorate: Ambulatory Care

Department: Specialist Outpatient Clinics

Reporting to: Administration Operations Lead

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1 (HS1 – HS17)

Enterprise Agreement: Victorian Public Sector (Health and Allied Services, Managers and administrative workers) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

To deliver compassionate, respectful and excellent customer service in the Specialist Outpatient Clinics from greeting patients to ensuring accurate data entry always.

This role includes medical reception, administration and general duties as delegated by the Administration Officer, ANUM or Nurse Unit Manager and incorporates the delivery of excellent customer service to all stakeholders, patients, carers, co-workers and the clinical teams. To provide leave cover for the Specialist Clinics administration team including all and roles and responsibilities within the Specialist clinics Administration Clerk team.

KEY ACCOUNTABILITIES

Customer Service

- Provide excellent customer service, adopt a philosophy of person-centred care and attend to duties in a pro-active, enthusiastic and professional manner being able to demonstrate attention to detail.
- Screen and attend to a broad range of internal and external confidential and sensitive personal enquiries and telephone requests, ensuring that appropriate, and timely, follow up action is taken. Answering telephone, taking accurate messages, booking appointments, actioning appointment reminders.
- Be flexible and adaptable with rostered roles within all areas of the Specialist Clinics administration clerk team.

Administrative Tasks

- Ensure all consulting rooms are clean and tidy on a daily basis, and that the necessary linen and stationery is on hand within the rooms,
- Ensure all patient referrals are current.
- Generate reports, correspondence and results as required.
- All other general office duties, i.e. mail, photocopying, faxing, emailing, scanning, cleaning and tidying as necessary and required or as directed by the Administration Officer, ANUM or NUM.

Data Quality and Data Integrity

- Demonstrate understanding and commitment to collection and use of high-quality data.
- Ensure all clinical and administrative data is accurately recorded and entered into the Patient Administration software system to maintain quality and integrity (inclusive of electronic and paper mediums).
- Ensure you comply with individual logons and other data security measures required for Grampians Health information systems.
- Ensure accurate entry of patient information to enable excellent data reporting and billing of patient consultations.

Professional Development

- Participate in educational programs both internal and external.
- Willingness to learn and expand your own skills and abilities.

KEY SELECTION CRITERIA

Qualifications and experience

- Previous experience in providing excellent customer service; incorporating experience with a patient management software system, and strong keyboarding skills.

Technical/Professional Knowledge and Skills

- Highly developed administrative and organisational skills including an ability to work with minimal supervision, prioritising own workload and working within tight time frames and demonstrating excellent attention to detail within a team environment.

Interpersonal skills

- Excellent customer service skills, including the ability to communicate with compassion, discretion, empathy and thoughtfulness with patients, their families and carers. Professional presentation and telephone manner is to be maintained always
- Well-developed interpersonal, verbal and written communication skills to enable professional communications with fellow staff, management and all stakeholders of Grampians Health.
- Open to change adaptation with a flexible working style conducive to fostering team culture and professional growth.

Desirable Attributes:

- Certificate in Medical Terminology
- Certificate IV in Business Administration or higher.
- Previous experience with patient administration system, especially IBA

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.