 POSITION DESCRIPTION – Alfred Health

DATE REVISED: January 2019

POSITION: Administration Officer

AWARD/AGREEMENT: Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: Administration Officer Grade 1, HS1A – HS1

DEPARTMENT/UNIT: Outpatients

CLINICAL PROGRAM: Outpatients

DIVISION: Strategy and Planning

ACCOUNTABLE TO: Administration Supervisor of work group Operations Manager, Outpatients Program

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham.

Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
DEPARTMENT:

Outpatients Program

Alfred Health Outpatients Program is responsible for the overall delivery of a number of non-admitted or ambulatory services across the organisation, including Specialist Consulting Clinics, The Alfred Transit Lounge, GP Liaison and Specialist Clinic referrals and enquiries. The largest component of these is the Specialist Consulting Clinics which provide scheduled medical, nursing and allied health services to non-admitted patients at all three campuses. Approximately 1000 patients are treated daily across Alfred Health Specialist Consulting Clinics within surgical, medical and other specialties.

These services include pre and post hospital admission and management of medical conditions, including chronic disease and complex health problems. These services are provided in conjunction with diagnostic services such as pathology and imaging.

Patients are referred to outpatient services from a range of providers, including general practitioners (GPs), Specialists and clinicians in Emergency Departments, inpatient units and other areas of Alfred Health.

POSITION SUMMARY:

This position reports to the Administration Supervisor of the relevant work group. As part of the administration team for the Outpatient Program the administration officer will effectively and efficiently perform a range of administrative, reception and clerical tasks to support and assist the day to day function of the clinics and health service. The role is responsible for ensuring that the service provides best customer outcomes and meets both internal and external, including government, reporting requirements. The administration officer ensures that an approachable, responsive and professional service is provided to patients, carers and health professionals. Responsibilities may include reception, patient enquiries, clinic preparation, electronic appointment scheduling, referral management, telephone support and data entry.

KEY CAPABILITIES AND VALUES:

- High performer
- Demonstrated high level of customer service
- Highly proficient computer literacy
- Demonstrated high level time management
- High level interpersonal skills
- Motivated and enthusiastic with a positive attitude toward work and colleagues
- Flexibility to attend to a variety of clerical duties
- The willingness to participate and contribute to a learning environment
- Resilience and self-care
- Demonstrated teamwork skills

QUALITY, SAFETY, RISK and IMPROVEMENT:

- Maintain an understanding of individual responsibility for staff and patient safety, quality and risk, and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality and risk policies and guidelines
- Maintain a safe working environment for all team members and members of the public
- Escalate concerns regarding safety, quality and risk to appropriate staff member, as required
- Participate in the evaluation and continuous improvement processes
- Comply with principles of Patient Centred Care
- Comply with Alfred Health mandatory continuing professional development requirements
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:
- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines
- Comply with relevant privacy legislation
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health
- Comply with Alfred Health medication management and medication safety policies and guidelines
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline

KEY RESPONSIBILITIES:
1. Operational Management
   - Welcome and provide direction to patients and other staff/team members
   - Handle staff, patient and GP telephone enquiries and direct callers to the most appropriate person, taking accurate messages when required
   - Manage bookings via the Cerner software, including initial referral, confirmation, failure to attend and rebooking
   - Manage MBS billing of patients, including the correction of errors when identified
   - Liaise with internal and external providers and referrers, including GP’s, specialists, interpreters, transport and diagnostics service providers such as radiology and pathology
   - Demonstrate knowledge of resources available to patients and carers within Alfred Health
   - Ensure a high standard of patient, carer and health professional experience is provided, by ensuring that work areas are kept clean and tidy, that consultation rooms and waiting areas are well prepared and that required medical documentation and access to clinical material and software is facilitated
   - Ensure stocks of operating supplies, including stationary and medical consumables are maintained and ordered when required
   - Ensures faults with property and equipment within the department are notified to the engineering department, and issues are resolved in a timely manner
   - Participate and contribute to regular staff meetings
   - Contribute to a strong team approach to work through open and regular communication, with a positive, supportive and tolerant attitude to colleagues
   - Ability to learn and support the different clerical roles in the Program, providing relevant backfill cover to other roles within the Program, as required
   - Ensure patient files, correspondence and identifying details are managed and maintained in accordance with Alfred Health policies
   - Collect and enter accurate data as required under Alfred Health and government guidelines in a timely manner
   - Follow policies and procedures when processing referrals and in making all clinic appointments or managing appointment queues
• Manage transport bookings (including NEPT) as per Alfred Health guidelines.

• Review NEPT invoices to confirm bookings and cost centre responsibility. Action as appropriate as per Alfred Health guidelines.

• Contact relevant support services and providers as required to support patient and clinic needs

2. Quality
• Participate in Outpatient Program and Alfred Health (where relevant) Quality Improvement activities
• In collaboration with Operations Manager or Administration Supervisor undertake and report findings of audits
• Deliver a high level of customer service to internal and external stakeholders including patients and their families, staff (both internal and external to the Outpatients Program), Visiting Staff and General Practitioners

3. Human Resources
• Support the orientation of new staff
• In collaboration with the Administration Supervisor contribute to the provision or organisation of education and training for administration staff when required
• Contribute to local workgroup staff meetings as required
• Contribute to the maintenance and development of a safe work environment. Initiate, participate in, and contribute to solutions for OH&S issues in consultation with line manager
• Understand individual role in Internal Emergency Procedures and Contingency Plans by accessing written information provided in the department and attending departmental in service education

4. Other
• Other duties relevant to the role as delegated by line managers
• Work across all Alfred Health sites as required

REQUIRED QUALIFICATIONS/EXPERIENCE:

Essential  
Demonstrated computer proficiency including MS Word, MS Outlook, MS Excel (foundational)

Highly Desirable  
Previous administration experience in a health setting

Desirable  
Understanding and experience supporting MBS clinics in a similar setting
Understanding of confidentiality and privacy legislation
Knowledge of Cerner Programs
Typing accuracy and speed of at least 40wpm
Understanding of medical terminology
Understanding and experience of Medicare billing processes
Demonstrated ability to plan work flow, prioritise and delegate in order to meet deadlines

Position Description authorised by:  
Simon Mathieson, Operations Manager, Outpatients Program

Date:  
January 2019