

Position Description

Position Title	Administration Officer, After Hours GP Clinic (Casual)
Location	Dubbo NSW
Reports to	Primary Health Team Leader
Hours	Casual as required (including weekends/Public Holidays)
Conditions of Employment	<ul style="list-style-type: none">• Western NSW Medicare Local Enterprise Agreement 2013• Marathon Health Policies and Procedures• Police Check• Working with Children Check• Position Description• Letter of Offer
Incumbent	
Contract Period	As per employment contract

Purpose of the Role

The role of the Administration Officer, After Hours GP Clinic is to work collaboratively with the GP and Registered Nurse (RN) to streamline the running of the clinic through efficient operations whilst providing a high standard of care to clients.

Key Relationships

The Administration Officer will work closely with presenting clients and their families as well as the rostered GPs and RN. They will also be a part of the Primary Health Portfolio Team, with direct reporting to the Primary Health Team Leader and overseen by the Primary Health Portfolio Manager. They will work collaboratively with other members of the After Hours programs and key external stakeholders, such as the Western NSW Local Health District, to ensure effective delivery of the service.

Key Accountabilities

The following duties are to be carried out in conjunction with After Hours GP Clinic handbook and program guidelines:

- Assist RN to open and close clinic, as per set procedures.
- Greet clients and other visitors to the clinic in a courteous and efficient manner.
- Answer the telephone promptly and courteously, if required.
- Make appointments for patients following set procedures.
- Issue patients invoices/receipts and bulk bill as required.
- Enter and update patient registration and consent in electronic medical record.
- Deal with doctors, hospital staff, pharmacists, etc. courteously and helpfully.
- Support After Hours GP and RN to manage emergencies when necessary.
- Maintain reception area in a tidy and welcoming manner.
- General housekeeping of After Hours facility if required, including general tidying of waiting area and review of clinic rooms prior to end of shift.
- Ensure Registration, Health Summaries, Patient Information sheets, New Patient Packs and information displays are correct and current and enough in supply.
- Ensure patients are informed of possible delays and appropriate signage is displayed and notification processes are followed should early clinic closure be required.
- Assist After Hours GP and RN with administrative functions, including but not limiting to processing phone calls, photocopying etc.

- Read and process electronic communication.
- Maintaining an up-to-date client record in the electronic medical record by ensuring currency of patient information, deleting inactive and deceased clients, linking family members and unlinking independent children, archiving of inactive records and scanning in electronic correspondence/forms.
- Batching Medicare on a daily basis and processing other forms of invoicing as required.
- Work within the Operational Guidelines of the program (including consideration of the hours of operation for the After Hours GP Clinics).
- Assist the GP and RN to maintain stocks of clinical supplies by providing information for ordering.
- Ensure confidentiality of each client is maintained in accordance with professional guidelines.

Other Duties

- Complete required data collection as advised by the Primary Health Team Leader for the purpose of program evaluation.
- Participate in program evaluation through provision of staff satisfaction and feedback as well as engaging and supporting clients with consumer evaluation processes, including sharing of consumer feedback and assistance to clients to complete consumer satisfactions surveys.
- Demonstrate and uphold our organisational values at all times.
- Comply with Marathon Health's policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current and a high level of proficiency is maintained in competencies specific to role and assessed annually.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff development activities and processes.
- Comply at all times with the Work Health and Safety policies and procedures.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment.
- Support the After Hours Administration Officers in areas where clinical decision making is required.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

- **I**ntegrity & Trust
- **C**ollaboration & Innovation
- **A**chievement & Excellence
- **R**espect & Empowerment
- **E**mpathy & Understanding

Special Job Requirements

1. Screening including criminal history, working with children check, qualifications, up-to-date immunisation record and professional registration may be undertaken prior to commencing employment.
2. Eligibility to work in Australia – you must be an Australian citizen or permanent resident, or a New Zealand citizen.
3. Valid Drivers License. On the occasions when you use a privately owned motor vehicle for work-related purposes, Marathon Health will pay a motor vehicle allowance on a per kilometre basis, according to our Policies and Procedures.

Selection Criteria

Essential

- Minimum of one year's experience as a medical receptionist or similar secretarial role.
- Demonstrated knowledge of medical terminology and primary health services and/or general practice.
- Competent computer skills.
- Ability to work autonomously with minimal supervision, including demonstrated problem solving skills and above average initiative within the workplace.
- Experience and/or ability to work with others in a team environment.

Desirable

- Knowledge of Best Practice software or willingness to learn.
- Experience in working collaboratively with a health team.
- Training and/or experience in administrative triaging of clients.
- Experience with people from differing social groups, such as the elderly and Aboriginal and Torres Straight Islanders.
- Training and/or experience in management of emergencies (e.g. Basic Life Support), handling complaints, Medicare, basic infection control, work health and safety issues.

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Employee Signature

Date