



Position Description

Position Title: Clinical Services Administrator
Team: Customer Service/Sebastopol Site
Reporting Line: Accountable to: Administration (Customer service) Team Leader
Responsible for the following positions: Nil

Conditions

Award: Health and Allied Services – Public Sector – Victoria Consolidated Award 1998

Certified Agreement: HSUA – Health & Allied Services, Administrative Officers - Victorian Public Sector 2009-2011 Heads of Agreement

Classification/Salary Range

Computer Clerk – Grade dependent on level of skills and experience

Salary Range (\$40,000 - \$43,600 p.a.)

Superannuation is additional and salary packaging is available

Time Fraction

Full Time

38 hours per week

Employment Mode

On-going

Delegations

Refer to Delegations Policy

This position description is approved by:

Chief Executive Officer Signature

Date

Employee - I have read, understood and accept the following position description:

Employee's Signature

Date

Organisational Context

Ballarat Community Health (BCH) aims to ensure that the people of the local communities achieve the best possible health and well-being, by creating opportunities and supportive environments which empowers them to develop healthy lifestyles and prevent and manage illnesses. We strive for this through excellence in service delivery, leadership and responsiveness to the community.

Position Summary

The role of the Clinical Services Administrator will be to support the staff at Ballarat Community Health (BCH) by providing an outstanding level of administration and customer service to clients, Team Leaders, staff and all visitors. This position will generally operate from the Sebastopol site, but the successful applicant may be required to work across all four BCH sites.

Qualifications

Certificate or Diploma in Business Administration or equivalent experience

Key Tasks and Responsibilities

Service Delivery

- Provide a warm and welcoming first point of contact for clients who are to go through our intake process and other stakeholders as they relate to Ballarat Community Health
- Provide initial needs identification screening
- Provide both internal and external referrals
- Manage and respond to all face to face and telephone intake enquiries from clients, staff and the general public in a timely, courteous and professional manner
- Provide clients with accurate information in relation to the programs and services offered by BCH
- Where BCH is unable to offer appropriate services or programs to a client, provide information about alternative service options
- Ensure accurate, prompt and courteous communications between clinic staff, patients and other stakeholders
- Make appointments such as screening assessment appointments, reminders and cancellations, in an efficient and effective manner according to BCH policy and procedures
- Provide administration support to clinical intake and other staff members as required
- Ensure client files are created and correspondence are scanned and made available to the appropriate health worker prior to the scheduled appointment.
- Ensure client files are updated and maintained.
- Ensure additional documents, including but not limited to test results, progress notes and health worker's notes are scanned and filed appropriately on client files
- Prepare and send letters, emails and SMS messages to unreachable clients to ensure that a genuine attempt at contacting them has been conducted
- Manage, update and monitor the intake lists and waiting Lists of clients and ensure that client appointments are made in line with BCH procedures
- Provide administration support to team leaders and other staff members as time allows.

Compliance

- Adhere to poison control plan where applicable
- Assist clinical staff with adhering to clinical governance guidelines and procedures where necessary

Administrative

- Undertake photocopying, mail out (mail merge) or email distribution of information relevant for clients, staff, network partners or agencies
- Work cooperatively across all organisational teams to provide efficient and effective administrative assistance
- Assist staff with preparing and PowerPoint presentations for internal and external group sessions

Health Promotion

- Participate in, develop and deliver health promotion activities in line with the Health Promotion Plan as required
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service

Professional Development

- Attend professional development sessions and keep up to date with current developments, theories and practises in the field

Confidentiality

- Ensure that client and staff confidentiality is respected and upheld

Computer - Use of the following packages

- Microsoft Office – Word, Excel, Power Point, Access, Publisher
- ZedMed (in-house training provided if necessary)
- SCTT (in-house training provided)
- The Care Manager (in-house training provided)

General

- Attend meetings as required
- Other duties as directed
- Represent and promote Ballarat Community Health appropriately
- Participate in performance development plans and supervision
- Establish and maintain a cooperative working relationship with staff
- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures

Quality Improvement & Risk Assessment

- Participate in the organisations continuous quality improvement programs and activities
- Assist with the identification and analysis of risks within your department and the organisation

Occupational Health & Safety

- Recognise your responsibility and ensure the health, safety and well-being of yourself, colleagues and clients
- Report near misses and incidents promptly
- Participate in occupational health and safety activities
- Observe any lawful instructions regarding health and safety
- Ability to use a computer within the context of appropriate OH&S regulations
- Ability to drive a motor vehicle if required
- Ability to lift/move training equipment if required

Personal Attributes

- Effective oral and written communication skills
- Commitment to excellence and professional development
- Ability to use initiative to solve problems
- Flexible approach to work duties and a professional attitude and presentation
- A caring, mature and friendly approach in dealing with clients and staff

Key Selection Criteria

Qualifications & Experience

1. Certificate or Diploma in Business Administration will be well regarded
2. Experience in the health and welfare sector will be well regarded
3. Previous administration and customer service experience is essential
4. Strong knowledge of and a high level ability to use the Microsoft Office Suite and Windows based programs
5. Strong knowledge and experience with database management systems is essential
6. Proven ability to develop professional documents and correspondence is essential
7. Current Drivers License
8. Prior experience working with people of diverse backgrounds, personalities and varying needs

Skills & Attributes

1. High attention to detail
2. Ability to prioritise workloads and conflicting tasks and manage deadlines
3. Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff
4. Proven ability to use initiative to solve problems

The successful applicant must obtain a National police records check, satisfactory to the employer and obtain and maintain a valid employment Working with Children Check whilst employed in this position.