Position Description

Position Title: Administrative Officer	**Division:** Administration
Reports To: Support Services Manager	**Direct Reports:** Nil

Primary Objective:

It is a role which supports the effective operations of the Administration office. The role is the face of TDHS as it is the first point of contact for visitors and staff and supports the workload across a number of areas of responsibility. The Administrative Officer position requires an incumbent who can provide:

- flexibility,
- excellent communication and people skills and ability to work cooperatively in a busty team environment
- competence in records management,
- a friendly and confident reception/telephone demeanour,
- high level skills in word processing, use of Microsoft Office suite of software and other database applications
- an understanding of financial management systems

Position Dimension & Decision Making Authority:

Without referral to manager –

- Duties as per Position Description
- Log a RISKMAN incident report

After Consultation with manager or others –

- Community Transport drives outside of normal arrangements
- To develop and implement work instructions for key tasks and processing activities
- Log a BEIMS request
- Implement a PDSA quality activity

Referred to managers or others –

- Goods/ Consumables Purchases

Key Communication Contacts:

Contact/Organisation	Purpose/Frequency of Contact
• Clients / Patients / Visitors • All TDHS Staff and Managers	Respond to queries / concerns – Daily To provide excellent customer service and to proactively identify and address issues with service quality – Daily Information - Daily
• Volunteer Drivers	Arrange Drivers – Daily
• Primary Care Access Advisor	Client / Patient Access – Daily
• Health Information Manager (HIM)	Coding Processes - Monthly

Position Description

Key Accountabilities		
Key Result Area	**Major Activities**	**Performance Measures:**
1. Reception **(telephone and face to face)**	• Ensure all patients and clients are greeted in a timely, professional and welcoming manner in person or via the phone. • 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 the appropriate source. • To maintain the ZedMed client appointment database (radiology appointments) • To maintain client appointments for Private Podiatry and Private Dental services. • To respond to all xray receptions tasks in a friendly and courteous manner • To ensure that all Xray, Private Podiatry and Private Dental appointments are communicated to the appropriate source in a timely manner.	• 0 complaints • 100% of message taken and forwarded to correct person either in person, over the phone or via e-mail. • 100% Client appointments are up to date
2. Medical records	• To ensure that Medical Records are retrieved for both the Acute Ward and Allied Health Clinicians and the records are archived in a timely manner as required and in accordance with the Public Records Act and any	• 100% accuracy of filing in accordance with TDHS guidelines. • 100% of medical records retrieved and available for booked clinicians appointments

	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 TDHS 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 for UR numbers and registering of new clients to establish UR numbers. • Liaise and assist the Health Information Manager (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's numbers where necessary and produce the physical medical record associated with the merged record.	or acute admissions. • 0 missing medical records.
3. Finance	• Receipting of all payments via Oracle at the point of receipt. • Complete daily cash till reconciliation via	• Banking completed daily. • Cash till reconciles 95% of the time.

	Oracle. • Complete daily banking via Oracle. • Ensure banking is taken to the bank on a daily basis.	• All cash/cheques receipted immediately.
4. Community transport	• Liaise with approved Community Transport clients to ascertain their request for Community Transport. • Liaise with Community Transport Volunteers and Red X Co-ordinator to arrange necessary transport within guidelines and to make any necessary alteration to transport arrangements. • Record all requested and arranged Community Transport drives in the Community Transport diary. • Reconcile and approve Community Transport Volunteers monthly claim sheets with the TDHS records and forward to finance department for processing.	• 100% of claims reconciled to TDHS records. • 80% of drivers provided within guidelines.
5. General office duties	• To promptly respond to all telephone calls and emails in a friendly and courteous manner that enhances the image of TDHS. • To ensure that the mail & sorted and distributed on a daily basis and that a mail run to the Post office is undertaken on a Daily basis. • To ensure Office equipment is maintained	• 0 complaints • 80% of mail posted daily • 0 OH&S Incidents in office space • 100% of work processes recorded and reviewed annually

	appropriately • To assist in maintaining a clean, safe and orderly office environment. • To develop and implement work instructions for key tasks and processing activities. • To maintain the bookings system for the TDHS pool vehicles and TDHS rooms. • To monitor stationary supplies and seek approval for purchase from DFA. • To produce the daily menu's for the Catering Department.	
6. Ward & Allied Health Clerk	• To ensure that patient's admissions and discharges are processed accurately and in a timely manner. • To maintain the Patient Management System database and to file client information appropriately. • To maintain the Victorian Health Experience Survey (VHES) spreadsheet and submit the data on a monthly basis. • To utilise Patient Management System software to optimum level of performance. • To generate daily Allied Heath appointment lists from appropriate software. • Print Inpatient & Allied Health labels for each patient on admission to service and upon	• 0% PRS rejections. • 100% of VHES submitted on time • 100% of Private Health fund claims forms completed and signed by patient

	further request • Forward Health fund claim forms and forward to the Administrative Clinical Support Officer for processing.	
7. Organisational Infection Control and Quality Improvement Standards	• Have an immunisation/vaccination status that provides a safe environment for all staff, patients and visitors against risks of infection by exposure to Vaccine Preventable Diseases (VPDs) • Ensure all practice is conducted in accordance with infection control policies, procedures and standards • Participate in relevant organisational quality accreditation processes • Participation in quality improvement activities • Complies with all TDHS mandatory training requirements	• Provide evidence of either immunisation status, immunisation or pathology results for VPDs or be willing to participate in a workforce immunisation program (Risk Category C) • Adherence to infection control and quality standard legislative requirements at all times • Demonstrated participation in accreditation processes • Demonstrated participation in and/or initiation of quality improvement activities (PDSA cycles) • Evidence of continuous improvement • Evidence of completion of all mandated training by annual date
8. Code of Conduct and Equal Opportunity	• Develop and maintain sound knowledge of and commitment to TDHS policies and procedures • Ensure that you engage in behaviour that treats other staff fairly, equitably and not subject to any form of discrimination or harassment • Demonstrate and abide TDHS's Workplace Code of Conduct, including the core values: Accountable, Excellence, Respectful, Integrity	• Aware of and promotes TDHS policies and procedures • Core values are reflected in decision making and everyday behaviour • Adherence to the TDHS Code of Conduct • Participation and compliance with all occupational health and safety policies and procedures (including emergency response)

	and Compassion • Participate in promoting a safe working environment • Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers	• Participation and compliance of all occupational health and safety policies and procedures (including emergency response) • Consumers are made to feel welcome and supported at all times

Position Description

Key Challenges:	Person Specification:
• Effective time management in heavy workload periods • Ability to juggle competing priorities • Customer service satisfaction • Medical records compliance	**Key Selection Criteria (Qualifications, Experience and Personal Attributes) –** • Previous experience of Health Services Administration and/or Office Administration in a busy team environment is preferred • Competency in the Microsoft suite of products and use of other database software • High level of literacy and numeracy skills • Demonstrated ability to communicate with the public and to possess a high level of customer service skills • Records management skills • Excellent time management skills • Demonstrated ability to gain co-operation and assistance from clients, customers and staff members • Demonstrated ability to work both independently and as part of a team with minimal supervision • Excellent time management skills • Proven problem solving and interpersonal skills, with the ability to relate to people at all times • Current Victorian drivers licence. • Current Police Check **Desirable** • Knowledge and understanding of the Victorian Public Health System

Position Description

I have read and understand the requirements and responsibilities of my Position Description.

Signed: …….. Name: …….. Date: ……. / ……. / …….