

Position Description



Position Title: Administrative Officer	Division: Administration																	
Reports To: Administrative Coordinator	Direct Reports: Nil																	
Primary Objective:																		
<p>This role supports the effective operations of the Administration/Reception area. 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:</p> <ul style="list-style-type: none"> flexibility, excellent communication and people skills and ability to work cooperatively in a busy 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:	Key Communication Contacts:																	
<p>Without referral to manager –</p> <ul style="list-style-type: none"> Duties as per Position Description Log a RISKMAN incident report <p>After Consultation with manager or others –</p> <ul style="list-style-type: none"> 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 <p>Referred to managers or others –</p> <ul style="list-style-type: none"> Goods/ Consumables Purchases 	<table border="1"> <thead> <tr> <th>Contact/Organisation</th> <th>Purpose/Frequency of Contact</th> </tr> </thead> <tbody> <tr> <td>Clients / Patients / Visitors</td> <td>Respond to queries / concerns – Daily</td> </tr> <tr> <td>All TDHS Staff and Managers</td> <td>To provide excellent customer service and to proactively identify and address issues with service quality – Daily</td> </tr> <tr> <td>Director Corporate Services</td> <td>Ongoing work requirements -Daily</td> </tr> <tr> <td>Theatre Co-ordinator</td> <td>Theatre liaisons – Weekly</td> </tr> <tr> <td>Volunteer Drivers</td> <td>Arrange Drivers – Daily</td> </tr> <tr> <td>Primary Care Access Advisor</td> <td>Client / Patient Access – Daily</td> </tr> <tr> <td>Health Information Manager (HIM)</td> <td>Coding Processes - Monthly</td> </tr> </tbody> </table>		Contact/Organisation	Purpose/Frequency of Contact	Clients / Patients / Visitors	Respond to queries / concerns – Daily	All TDHS Staff and Managers	To provide excellent customer service and to proactively identify and address issues with service quality – Daily	Director Corporate Services	Ongoing work requirements -Daily	Theatre Co-ordinator	Theatre liaisons – Weekly	Volunteer Drivers	Arrange Drivers – Daily	Primary Care Access Advisor	Client / Patient Access – Daily	Health Information Manager (HIM)	Coding Processes - Monthly
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Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Reception (telephone and face to face)	<ul style="list-style-type: none"> • 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 client appointment database (radiology appointments) • To maintain client appointments for Private Podiatry and Private Dental services. • To respond to all X-ray reception tasks in a friendly and courteous manner • To ensure that all X-ray, Private Podiatry and Private Dental appointments are communicated to the appropriate source in a timely manner. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 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. 	<ul style="list-style-type: none"> • 100% accuracy of filing in accordance with TDHS guidelines. • 100% of medical records retrieved and available for booked clinicians appointments or acute admissions. • 0 missing medical records.

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	<ul style="list-style-type: none"> • 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. 	
3. Finance	<ul style="list-style-type: none"> • Receipting of all payments via Oracle at the point of receipt. • Complete daily cash till reconciliation via Oracle. • Complete daily banking via Oracle. • Ensure banking is taken to the bank on a daily basis. 	<ul style="list-style-type: none"> • Banking completed daily. • Cash till reconciles 95% of the time. • All cash/cheques receipted immediately.
4. Community transport	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 100% of claims reconciled to TDHS records. • 80% of drivers provided within guidelines.
5. General office duties	<ul style="list-style-type: none"> • To promptly respond to all telephone calls and emails in a friendly and courteous manner that enhances the image of TDHS. 	<ul style="list-style-type: none"> • 0 complaints • 80% of mail posted daily • 0 OH&S Incidents in office space

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	<ul style="list-style-type: none"> 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 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 notify Finance Department of purchases. To produce the daily menu's for the Catering Department. Provide Admin assistance as directed by Support Services Manager 	<ul style="list-style-type: none"> 100% of work processes recorded and reviewed annually
6. Theatre Administration	<ul style="list-style-type: none"> Liaise with theatre Co-ordinator regarding corresponding with registered Theatre Patients Pre Admit Theatre Patient on to the Patient Management System and prepare the Physical Medical Record Prepare and distribute the necessary <i>Fee for Service</i> forms for Surgeons 	<ul style="list-style-type: none"> 100% of theatre patients pre admitted on the PMS 100% of physical medical records available for the theatre patients on the day of procedure
7. Ward & Allied Health Clerk	<ul style="list-style-type: none"> 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 utilise Patient Management System software to optimum level of performance. 	<ul style="list-style-type: none"> 0% PRS rejections. 100% of Private Health fund claims forms completed and signed by patient

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	<ul style="list-style-type: none"> To generate daily Allied Health appointment lists from appropriate software. Print Inpatient & Allied Health labels for each patient on admission to service and upon further request Administration/processing private health fund claims 	
<p>8. Organisational Infection Control and Quality Improvement Standards</p>	<ul style="list-style-type: none"> Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values 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 	<ul style="list-style-type: none"> Adherence to infection control and quality standard legislative requirements at all times Demonstrated participation in accreditation processes Evidence of continuous improvement Evidence of completion of all mandated training by annual date Evidence of current Influenza Vaccine
<p>9. Code of Conduct and Equal Opportunity</p>	<ul style="list-style-type: none"> 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 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 	<ul style="list-style-type: none"> 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 of all occupational health and safety policies and procedures (including emergency response) Consumers are made to feel welcome and supported at all times

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Key Challenges:	Key Selection Criteria (Qualifications, Experience and Personal Attributes)
<ul style="list-style-type: none"> • Effective time management in heavy workload periods • Ability to juggle competing priorities • Customer service satisfaction • Medical records compliance 	<ul style="list-style-type: none"> • 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 <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge and understanding of the Victorian Public Health System

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

Signed:

Name:

Date: / /