

Employment

# Position Description

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|------------------------|--|
| <b>Position:</b>       | Administration Assistant – Warrnambool Medical Clinic          |
| <b>Award:</b>          | Health Professional and Support Services 2010                  |
| <b>Classification:</b> | As per Modern Award  |
| <b>Status:</b>         | As per Contract of Employment                                  |
| <b>Qualifications:</b> | Relevant experience in medical administration highly regarded. |

## Position Objective(s)

Reporting to the Practice Manager, the Administration Assistant is responsible for the administration and reception duties to support the Clinic, its health professionals and operation.

The Administration Assistant will develop, foster and maintain positive relationships with medical staff, patients and their families to enhance and exceed their expectations and experience.

## Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

## The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “seven pillars” have been identified.

### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

### **Yes Culture**

We always start with ‘yes’ in every deliberation.

### **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

### **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

### **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

### **Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

### **Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance with OHS regulations.

## Key Responsibilities and Duties

- Deliver timely, professional and patient-focused service, which supports the activities of the Warrnambool Medical Clinic
- Undertake reception duties including, phone, electronic and face to face interactions with health professionals, patients and their families
- Undertake patient registration, appointment scheduling and confirmations
- Provide administration and office support such as prescription management, stock control, mail and banking processes
- Ensure accurate client files and records are maintained
- Ensure patient feedback is handled in a professional and courteous manner; escalating feedback to Practice Manager when required.

## Organisational Relationships

|                           |   |
|---------------------------|---|
| <b>Reports to:</b>        | Practice Manager  |
| <b>Supervises:</b>        | N/A   |
| <b>Internal Contacts:</b> | All Warrnambool Medical Clinic and Lyndoch staff, residents, clients, patients and families |
| <b>External Contacts:</b> | Members of the Public, Contractors, Suppliers   |

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Relevant experience in medical administration highly regarded.
- Knowledge and experience with Microsoft applications email, electronic file storage
- Ability to problem solve, effectively deal with issues and provide effective feedback to staff
- Strong organisational and time management skills, high level of accuracy, attention to detail and capacity for thoroughness
- Effectively communicate with colleagues and key stakeholders to resolve problems, offer solutions and provide feedback
- Ability to exercise sound judgement, initiative, diplomacy, tact and discretion as well as experience in handling sensitive and personal information in a confidential and appropriate manner.

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Commitment to demonstrating the values of The Lyndoch Way in everything you do
- Demonstrated strong customer service ethos and commitment to quality and continuous improvement
- Excellent communication and interpersonal skills, both written and verbal
- Ability to build relationships that facilitate interdisciplinary cooperation and respect
- Ability to foster co-operation with colleagues
- A focus to ensure accuracy of work is maintained whilst working with competing priorities is essential
- Ability to interact empathetically with staff and patients and communicate effectively
- Proven capability to work positively and effectively as part of a collaborative team to accommodate and compliment various working styles and to work independently when required.

## General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department

- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- Contribute to cleanliness and ongoing operation of the Clinic
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee’s skills and abilities

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

|                     |      |
|---------------------|------|
| Name (Please print) |      |
| Signature           | Date |

Authorised by: Julie Baillie, Director of Nursing

Date: May 2020

## Appendix 1

### General Conditions of Employment

#### **Terms and Conditions of Employment**

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

#### **Performance Review**

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

#### **Probationary Period**

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

#### **Termination**

Employment may be terminated in accordance with the provisions of the relevant Agreement.

#### **Policy and Procedures of the Employer**

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

#### **Apparel and Equipment**

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

#### **Notification of Prior Injury**

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

## Appendix 2

# Pre-existing Injury Declaration Form

**Please complete and return with your Application for Employment**

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living Inc ("the employment")

In making this disclosure, please refer to the attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living Inc. may constitute grounds for disciplinary action including termination of your contract.

## Employee Declaration

I \_\_\_\_\_ (print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living Inc. I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**OR**

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**Please list details for all pre-existing conditions**

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I acknowledge and declare that the information provided in this form is true and correct in every particular.

\_\_\_\_\_  
Applicants Signature

\_\_\_\_\_  
Print name of Applicant

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Print name of Witness

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Office Use Only**

**Additional Comment/ Requisite Modifications**  
(To be completed by Senior Manager/ CEO)

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