

Employment

Position Description

Position:	Administration Assistant – Warrnambool Medical Clinic
Award:	Health Professional and Support Services 2020
Classification:	As per Modern Award
Status:	As per Contract of Employment
Qualifications:	Relevant experience in medical administration highly regarded.

Position Objective(s)

Reporting to the Operations 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 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, “nine 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

Reports to:	Operations Manager
Supervises:	N/A
Internal Contacts:	All Warrnambool Medical Clinic and Lyndoch staff, residents, clients, patients and families
External Contacts:	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: Director of Nursing

Date: May 2020