

## POSITION DESCRIPTION

<b>Position Title:</b>	Adult Specialist Clinics Administration Coordinator (Floor Supervisor)
<b>Business Unit/Department:</b>	Adult Specialist Clinics
<b>Division:</b>	Clinical Support & Specialist Clinics
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 2 – Level 1 to Level 5 (HS2 to HS21)
<b>Reports To:</b>	Operations Manager - Adult Specialist Clinics
<b>Direct Reports:</b>	Adult Specialist Clinics Administration Officers
<b>Date Prepared/Updated:</b>	20 January 2022

### Position Purpose

The ASC Administration Coordinator (Floor Supervisor) is responsible for providing efficient, effective and responsive administrative support within a multidisciplinary environment. The role provides supervision of day to day activities of staff as well as appropriate allocation of resources.

This role will work collaboratively with the ASC Administration Team Leader as well as the Administration and Data Manager and the team more broadly across Adult ambulatory services to ensure all specialist clinics administrative workforce, functions, systems and processes are delivered in an efficient and effective manner.

The administrative function can be broken down into referral processing, patient flow coordination, Medicare billings and a centralised ASC call centre. ASC Administration Coordinators will share accountability and responsibilities across the entire administrative team and will be responsible for supervision of administration staff on a day to day basis. Agreed Key Performance Indicators (KPIs) will drive accountability and role deliverables.

The ASC Administration Coordinator will oversee the day to day administrative functions and processes within Adult Specialist Clinics. This will include but not be exclusive to referral processing, appointment scheduling, customer service, Medicare Benefits Scheme (MBS) billing, & management of administration staff.

### Business Unit Overview

The Specialist Clinics at Western Health provide expert review and management for patients requiring consultation by specialist clinicians. The Specialist Clinic setting acts as a conduit for patients accessing services at Western Health provides care and ongoing management and ensures referral and communication pathways are in place to optimise the patient journey. Service delivery is provided across the patient continuum of care by the nursing and administrative teams. Care is delivered across multiple sites of Western Health.

### Our Vision

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*Patients – Employees – Community – Environment*

The ASC Vision Statement: 'Partnering with specialists and consumers to manage health at home'.

## Key Responsibilities

### Patient Experience:

- Investigate and resolve or escalate complaints from patients or colleagues regarding administration staff/issues within Adult Specialist Clinics through liaison as directed by ASC Administration Team Leader
- Promote and act in a manner consistent with supporting a positive patient experience at all times

### Resource Management:

- Monitor, supervise and undertake the day to day administration function of the unit
- Day to day delegation of work to Administration officers to ensure tasks are completed within required urgencies/time frames
- Ensure the allocated resources operate efficiently and effectively and are customer-focused on a day to day basis
- Provide timely, accurate information and advice on the status and progress of administrative tasks, including identifying factors that may impact on the completion of these tasks
- Allocate staff, physical and other resources to ensure efficient delivery of administrative services
- Facilitate consistent administrative support across leave periods & escalate any issues where required to Administration Team Leader
- Ensure the management of patient records is efficient and effective, in keeping with the department's key performance indicators
- Ensure team compliance with operational manuals, policies & procedure and ensure they are accessible to all administrative staff
- Ensure self and employees complete all mandatory training by the due date
- Participate in own continuing education to improve and maintain relevant knowledge and skills
- Conduct routine check up on administrative work process, ensuring administrative staff have a clear understanding of task
- Strong understanding of departmental KPIs and ensure administrative staff compliance
- Routinely update Administration Coordinator with workload or staffing concerns

### Communication:

- Contribute to monthly reports and other relevant documents and correspondence
- Maintain a friendly demeanour towards staff associated with the Department and display excellent communication and problem solving skills in helping them with any issues in a quick and efficient manner
- Work with key stakeholders to ensure accurate and updated information is available within a variety of communication settings (call centre, intranet, internet, information boards)
- Coordinate and participate in team meetings as required
- Participate in ongoing collaboration between administration and clinical staff
- Communicate, develop and liaise with internal and external stakeholders as required

### Performance:

- Support the management team in ensuring all practice adheres to the Department of Health and Human Services specifications and requirements (e.g. Specialist Clinics Access Policy)
- Assist in the development, implementation and evaluation of the annual business plan
- Contribute to proposals for submissions of capital/grant/special projects or equipment replacement funding
- Ensure relevant administrative audits are being conducted to ensure patient care and safety
- Ensure the integrity of data entry by administrative staff members, by running error reports and ensuring relevant team members understand how and have rectified the errors accurately
- Identify areas of development and training for administrative staff members

### Commit to ongoing professional development of self and learning:

- Participate in annual performance appraisal and identify learning needs
- Participate in professional development and continuing education

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- Complete annual WH mandatory competencies as well as ASC departmental recommended WeLearn modules

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Divisional Director
- ASC Operations Manager
- Administration and Data Manager
- Nurse Unit Managers
- Administration Team Leader
- Access, Service Development and Training Officer; Data Performance Officer
- ASC Administrative and Nursing Staff
- Clinical Units/ Head of Unit; Allied Health Clinicians
- Finance Revenue Manager
- Divisional Business Analyst
- Divisional Quality Coordinator
- Patient Representatives
- Volunteers and Volunteer Coordinators
- Health Information Supervisor
- Communications Supervisor

#### External:

- Patient's/Families & Carers
- General Practitioners and Referrers
- Community Services

### Selection Criteria

#### Essential:

- Previous experience in a similar position within a Healthcare setting
- Understanding of DHHS Victorian Integrated Non-Admitted Health (VINAH) data set
- Demonstrated experience in iPM and BOSSNET software systems
- Demonstrated high accuracy in data entry in accordance with VINAH data collection
- Demonstrated experience in Microsoft Excel, Word, Outlook
- Excellent communication and interpersonal skills
- Proven ability to work independently, in a self-directed manner and within a multidisciplinary team
- Demonstrated ability to work under pressure and appropriately prioritise workload
- Demonstrated ability to manage conflict situations
- Be committed to patient/customer focused care

#### Desirable:

- Demonstrated leadership skills within a professional environment
- Ability to effectively manage staff
- Relevant Certificate or Diploma in leadership/management
- Understanding of DHHS Specialist Clinics in Victorian public hospitals – Access Policy
- Understanding of the functions and processes of the Specialist Clinic environment
- Understanding of MBS billings within a Public Health setting

### Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)

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- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

#### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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