

POSITION DESCRIPTION

Position Title:	Adult Specialist Clinic Administrator
Business Unit/Department:	Outpatient Services - Patient Management Team
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Administrative Team Leaders
Direct Reports:	Nil
Date Prepared/Updated:	13 July 2021

Position Purpose

The Specialist Clinic Administrator is responsible for the clerical and receptionist duties within the Outpatient Department. In the course of his/her duties, he/she liaises with nursing, medical and ancillary staff, hospital departments, patients, other health care providers and members of the public.

Business Unit Overview

The Adult 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 and provides care and ongoing management and ensures referral and communication pathways are in place to optimize the patient journey. Service delivery is provided across the patient continuum of care by the Specialist Clinics Nursing and Administration Teams. The objective of the Specialist Clinics coordinated team approach is to improve patient access and processes - in essence this equates to "right patient, right clinic, right time".

Key Responsibilities

- Administrative duties as directed by administrative team leaders as per Departmental requirements
- Registration of new patients and updating of existing patient details
- Ensure patient and referrer receive correspondence in relation to new referrals and appointments
- Communicate and liaise with patients as required
- Monitor of clinic template capacity in response to planned/unplanned leave
- Actualise planned appointments
- Participate in regular audits to ensure accurate data entry and collection
- Maintain confidentiality of both written and electronic patient information
- Obtain and confirm patient Medicare numbers via the PRODA website
- Discharge of patients and correspondence to patients and referrer

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- Rebooking of patient appointments as required
- Function in accordance with Western Hospital policies and procedures
- Practise within the limitations of your role and responsibilities
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Display the Western Health values when carrying out duties and in dealing with patients, consumers and colleagues
- Participate in annual performance development planning and reviews to identify learning and development needs and progress towards achievement
- Act in accordance with the Code of Conduct
- Ensure any risks and adverse events are reported appropriately and promptly and prevention strategies are implemented to ensure the safety of all patients and consumers
- Complete orientation and training
- Refer to Specialist Clinics work manuals for up to date information for clerical staff.
- Maintain a professional standard of performance required and expected of the clerical role.
- Maintain ongoing training to ensure accurate provision and maintenance of VINAH data requirements and reporting
- Participate in continuing education to maintain knowledge and skills
- Seek out available resources when confronted with an unfamiliar situation.
- Work collaboratively to achieve desired outcomes for the organisation
- Ensure relationships with colleagues, patients and consumers are professional and ethical and that cultural differences are respected
- Ensure an excellent standard of service is offered by partnering with patients, consumers and the community at all levels of health care provision, planning and evaluation
- Model the behaviours and actions outlined in the Western Health vision for Best Care
- Form partnerships with patients and carers
- Work with other employees, departments, services and consumers to develop, implement and evaluate local initiatives to contribute to the organisational best care objectives
- Make the achievement of Best Care a priority and pursue it by actively participating in organisational processes, safety systems and improvement initiatives
- Be trained in the roles and services for which they are accountable
- Understand their broad responsibility for safety and quality in health care
- Follow safety and quality procedures
- Participate in the review of care procedures individually or as part of a team
- Be proactive about identifying and addressing issues that interfere with patients receiving Best Care
- Support and enable peers to create Best Care

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:

- Operations Manager
- Nurse Unit Manager
- Nursing Staff
- Business Support Manager
- Administrative Team Leaders
- Specialist clinics administrative staff
- Clinical units

External:

- Patient and carers
- GP's and external referrers and providers
- Community Services

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- TIS interpreters

Selection Criteria

Essential

- High level of communication and interpersonal skills
- Competent with Microsoft office suite
- Demonstrated high level of excellent customer service experience
- Demonstrate excellence in time management skills
- Demonstrated data entry ability, with the ability to type at a minimum of 45 words per minute
- Ability to demonstrate initiative
- Demonstrated ability to handle rapid changes in processes
- Demonstrated ability to follow directives
- Ability to work with limited supervision
- Demonstrated ability to adapt to changes to policies and procedures
- Motivated and enthusiastic with a positive attitude
- Flexibility to attend to a variety of clerical duties
- The willingness to participate and contribute to a learning environment and provide ongoing training
- Familiar with and able to learn and/or use multiple software applications in an efficient manner

Desirable

- Previous administrative experience in a Health Organisation or similar
- Understanding of the functions and processes of the Specialist Clinic environment
- Demonstrate high accuracy in data entry in accordance with VINAH data collection
- Phone (call) centre experience

Additional Requirements

All employees are required to:

- Work across all administrative areas as per operational needs of ASC
- Work relevant shifts as per operational needs
- Undergo periodic training assessment and be retrained if needed
- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Register with the PRODA website with 3-point ID check, for the purpose of confirming patient Medicare numbers
- 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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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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
- 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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