

GP Administration Officer

Success Profile

As at 16/05/2025

You will make a difference by	• By providing excellent customer service. • Ensuring that customer service, administrative tasks, clerical and client health record functions are implemented with a high degree of accuracy, efficiency and effectiveness. • Having a positive attitude and respect being shown for both internal and external clients and stakeholders.
To succeed, you will need	• Experience working within a GP clinic. • Demonstrated administrative experience with a strong client service focus. • Demonstrated high level of interpersonal and communication skills, both written and verbal. • Strong administrative and database skills, including Pracsoft or Best Practice, and the ability to broaden technical experience with other technology packages, including the ability to review and verify data. • Ability to work well under pressure with strong attention to detail. • Capacity to work within a team collaboratively as well as autonomously. • Demonstrated experience in managing challenging behaviours and conflict resolution. • Understanding of confidentiality and ability to work within the Privacy principles.
You will improve and promote One Team IPC Health by	• Acting with purpose, measuring our results, and celebrating achievements (<i>We make a difference</i>) • Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>) • Learning, experimenting and innovating (<i>We are creative</i>)
We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but

	not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	• Liaise in person and on the telephone with internal and external clients and team members in a positive respectful manner. • Assist clients in accessing services in a positive empathetic manner in line with Privacy Legislation and being sensitive to the challenges that our clients encounter. • To ensure positive and effective relationships are generated and maintained via open communication and the sharing of knowledge that will result in enhanced service delivery. • To make positive contributions to the functionality of the team. • To ensure Practice Manager is made aware of any issues which may impact on service delivery and or of any issues which may impact on the team. • Administration of hard copy client health records including, registration, generation, maintenance, retrieval, filing, scanning, archiving, and destroying in line with the organisations policies and procedures. • Management of electronic client health data including, registration, maintenance of data and administration of the appointment and waitlist systems including appointment making, appointment rescheduling, appointment reminding, appointment recall and reviews. • Input and verification of electronic data. • Collection, input and verification of fees and finances for appropriate programs. • Ensure the client waiting area is maintained in an orderly fashion and brochure holders are fully stocked. • Undertaking of training if and when required. • General Administration duties. • To responsibly identify and report incidents, hazards, risks or building maintenance issues as they occur. • Other duties as directed.

Team	• Wyndham Vale GP clinic
Reports to	Senior Manager Clinical Services Practice Manager
Key relationships	• GPs, Practice Nurses, IPC Health Providers, external providers relating to client needs, clients

Our Purpose
Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

