

POSITION DESCRIPTION

Position Title:	Senior Administration Officer – Clinics
Grading:	AO3
Remuneration:	
Status:	Temporary, Full time (maternity leave cover up to 01/03/2024)
Location:	Position may be based at any FPA clinic (Dubbo, Fairfield, Newcastle, Newington or Penrith) (Note: periodic travel to all clinics across NSW is required)
Responsible to:	Team Leader - Clinic Administration
Collaborates with:	Operations Managers Senior Course Coordinator Rostering & Recruitment Manager
Responsible for:	Nil

Our Organisation

Family Planning Australia is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Family Planning Australia is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.

Position Overview

The role is primarily responsible for effective pre-scheduling of the clinic appointment system and quality assurance of clinic bookings and billings to facilitate the smooth and effective operation of the clinics. The role is the first point of contact for the resolution of administration-related issues in the electronic medical record (*Best Practice*).

The role works within a multi-disciplinary team in the delivery of services which are safe, effective and client centred.

Selection Criteria

Essential (including qualifications)

- Relevant certificate level qualifications (or higher) in business administration or similar
- Minimum 3 years previous experience in an administration, reception or similar role in a healthcare environment
- High level skills and experience in *Best Practice* software
- Proven strong interpersonal, negotiation, written and oral communication skills
- Proven high level of analytical and problem-solving skills
- High level computer skills including word processing, spreadsheets, data entry and financial software packages
- High level ability to manage competing demands and adapt effectively to change

Desirable

- Current NSW driver's license

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Values

- Family Planning NSW is a pro-choice organisation
 - Staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
 - As an abortion service provider, all FPNSW staff are expected to actively participate in the provision of abortion services within the full scope of the role they are appointed to.
 - For this role, that includes supporting the scheduling and billing of abortion-related appointments across all clinics.
- Must support the Family Planning NSW values:
 - Human rights focus - promoting the rights of all people to reproductive and sexual health
 - Integrity - maintaining a strong ethical base, being accountable and transparent
 - Inclusiveness - valuing and respecting diversity without judgement
 - Equity of access - ensuring access to our services for all including priority populations
 - Client centred - placing the needs of the whole person at the centre of our work
 - Commitment to excellence - ensuring high standards in all our work
 - A just culture – a balanced accountability for both individuals and the organisation

Other requirements

- A Criminal Record Check is required prior to commencement in this role

Key Responsibilities

Clinic administration

- Provide the first point of contact for support and resolution of administration-related issues in the electronic medical record (*Best Practice*)
- Effectively complete clinic pre-scheduling in *Best Practice* for all sites
- Oversee and maintain the quality assurance of the clinic appointment booking process
- Oversee and maintain quality assurance of the clinic billing and financial reconciliation processes
- Oversee and maintain quality assurance of the process for scanning and upload of correspondence to *Best Practice*
- Effectively complete clinical training placement pre-scheduling in collaboration with the Team Leader - Clinic Administration and the education team
- Appropriately identify and escalate issues in clinic scheduling that will negatively impact the effective operation of the clinics (e.g. excess staff on leave, position vacancies, inappropriate staff ratios, etc) to the Team Leader - Clinic Administration and the Operations Manager
- Support the rescheduling of client appointments due to unplanned staff leave (e.g. sick leave)
- Appropriately identify and escalate issues in clinic billing that will negatively impact the effective operation of the clinics to the Team Leader - Clinic Administration and the Operations Manager
- Support the completion of monthly data collection and quality assurance checks to facilitate the timely generation of monthly clinical management reports
- Assist with gathering statistics, collecting data and analysing information to evaluate clinic performance as required
- Participate in the minute-taking roster, with other clinic admin team members, for clinic staff meetings
- Provide support to the Team Leader - Clinic Administration with onboarding, on-the-job training and up-skilling for clinic administrative staff regarding scheduling and billing in *Best Practice*
- As a *Best Practice* subject matter expert, provide input and feedback for clinic system and process changes
- Provide support with facility management and stocktake as required
- Participate in user acceptance tests for IT system upgrades and program changes as required
- Assist with quality checks and audits in line with the National Safety and Quality Health Service Standards as required

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- Provide clinic reception cover during periods of unplanned leave as required
- Any other duties within the scope of the role as directed

Work health and safety

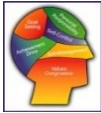




- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

Safety & quality

- Commit to maintain best practice by adhering to the scope of practice and within administrative role boundaries as defined by Family Planning NSW
- Commit to on-going skill development to update knowledge and enhance skills
- Adhere to Family Planning NSW's defined escalation and delegation policies and systems
- Apply defined guidelines, policies, procedures and protocols applicable to the role
- Adhere to the *Incident Management Policy* to report and escalate any issues
- Commit to share knowledge and provide support and supervision to less experienced staff

POSITION DESCRIPTION

Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity Be ethical and professional, and adhere to the Family Planning NSW values	Adept
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Adept
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Adept
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	Adept
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Intermediate
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Adept
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	Adept
People Management (supervisory roles only) 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Intermediate
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Intermediate
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Intermediate
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Intermediate

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Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
