

POSITION DESCRIPTION

Position Title	Administration Officer
Directorate	Clinical Care
Department	Clinical Operations
Unit	General Practice
Reports To	Senior Manager Clinical Services Practice Manager
Agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022

Position Objective

- Support IPC Health in its vision and values by providing excellent customer service.
- Responsible for implementing the designated customer service, administrative, clerical and client health record functions with a high degree of accuracy, efficiency and effectiveness.
- Work with a philosophy of shared learning, a positive attitude and with respect being shown for both internal and external clients.

Key Responsibilities

- 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.

Key Selection Criteria

- Demonstrated administrative experience with a strong client service focus within a general practice setting.
- Ability to work well under pressure with strong attention to detail.
- Capacity to work within a team collaboratively as well as autonomously.
- Demonstrated high level of interpersonal and communication skills, both written and verbal.
- Strong administrative and database skills, including Pracsoft or Best Practice, and ability to broaden technical experience with other packages, including the ability to review and verify data.
- Demonstrated experience in managing challenging behaviours and conflict resolution.
- Understanding of confidentiality and ability to work within the Privacy principles.
- Current and valid Victorian driver's licence.

Other Information

- This role is subject to a satisfactory National Police History check and Victorian Working with Children's Check.

Occupational Health and Safety

- Ensure that IPC Health's Occupational Health and Safety Policy and Procedures are continually observed and complied with.
- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with IPC Health's OHS Frameworks.
- Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.
- Actively participate in hazard elimination where practical.

Our Values



IPC Health is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. IPC Health encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI community to join our workforce.

IPC Health is committed to the safety and wellbeing of all children and young people accessing our services and the welfare of the children in our care will always be given a high priority. IPC Health is committed to providing a safe environment where all children and young people feel safe and valued.

Physical Inherent Requirements

Office Duties:

- Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.
- General office based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.

Driving:

- Required to drive private or IPC Health owned vehicles.

Work Environment:

- May be required to work from different sites, including home visiting and offsite facilities.
- Capacity to work from home
- Exposure to varied weather conditions.

Carrying and Lifting:

- Infrequent lifting and carrying of items up to 5kgs.

Standing and Walking:

- Standing and walking for periods up to an hour at a time with breaks.

Bending and Reaching: • Required to occasionally bend and reach.

People and Culture Use Only

Position Number(s) 10620

Last Reviewed 25 May 2023