

Position Description



1. General Information

Position Title:	Health Clinics Administrative Officer
Division/Department:	Epworth Freemasons Health Clinics
Position Reports to:	Clinics & Project Manager
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement
Classification/Grade:	REC09 Receptionist (Business Officer)
Location:	Epworth Freemasons Consulting Suites and Clinics
Employment Status:	Casual
Resource Management (for Management positions only) Number of Direct Reports: Budget under management:	N/A
Key Relationships - internal and external	Clinics & Project Manager, Team Leader, General Practitioners, Sessional Consulting Doctors, Epworth Staff

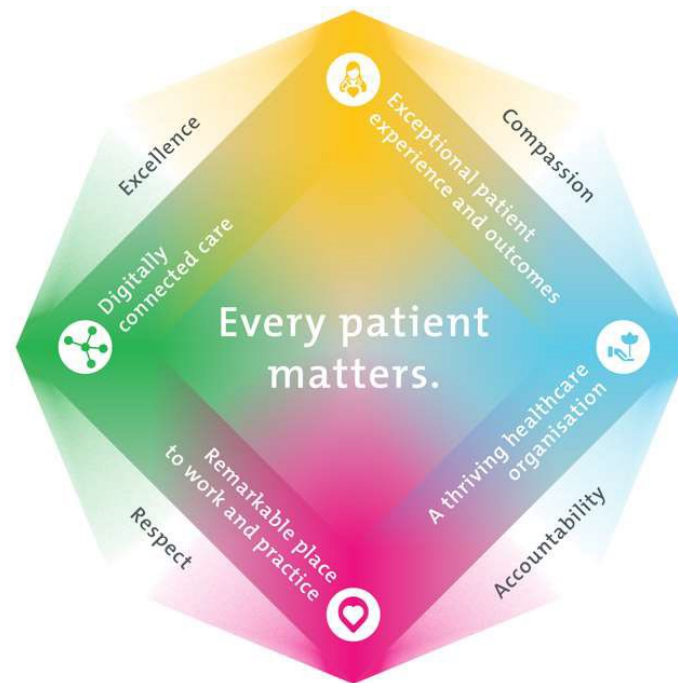
2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are *Respect, Excellence, Community, Compassion, Integrity and Accountability*. More information can be found on the [Epworth website](#).

Epworth's purpose is to improve the health, wellbeing and experience of every patient by integrating clinical practice with education and research and our vision is to consistently deliver excellent patient-centered care with compassion and dignity.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

4. Purpose of the Position

The Primary function of the Administrative Officer in the Epworth Freemasons Health Clinics team is to provide behind the scenes administrative support across the board to the various clinics, to ensure the seamless day to day operation of the clinics. The Administrative Officer works in close alignment primarily with the Clinics & Project Manager, assisting with tasks such as staff and rooms rostering, ordering of medical supplies and stationary/general ordering, liaising with doctors regarding operational issues and requirements, assisting Clinics & Project Manager with roll out of staff training and improvement initiatives, and attending key meetings such as the GP & Breast Clinic Operational Meetings. The Administrative Officer also attends to sessional consultant related work such as filling patient appointment lists in Best Practice and communicating closely with Premium sessional users; liaising with the reception team to delegate the filling of patient lists according to targets set by Clinics & Project Manager, providing lunch time cover to the Breast Clinic receptionist and a variety of other administrative support tasks. A high standard of communication (both written and verbal), accountability and follow through on assigned action items is required of this role.

5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Administration: • Oversight of all administrative matters for Freemasons Health Clinics and delegation of required tasks to Reception staff / Team Leader as required. • Manage inbound and outbound mail preparation, emails and other relevant correspondence. • Ensure stationary from WINC and kitchen supplies from hospital kitchen are taken care of. • Responsible for ordering of medical supplies on a regular basis and ensuring clinics are well stocked and maintained, including PPE and other necessities. • Maintain medical supplies in all rooms (working closely with Team Leader & admin team to achieve this). • Manage medication & vaccine fridge stock and order supplies as required. • Manage Immunisation vaccine ordering and register and order supplies as required (in tandem with the Team Leader). • Update and maintain departmental procedure manuals and sessional consultant information sheets; and ensure distribution to Reception team. • Ensure accurate capturing of consultant attendance on booked sessional days and times for billing and EOM purposes. • Assist with the actioning of project action tasks as requested by Clinics & Project Manager. • Work closely with Team Leader to provide oversight to the Clinics Reception team; ensuring a high level of customer service is provided; that the reception area is kept neat and tidy at all	• Clinics & Project Manager satisfaction • Doctor feedback • Customer complaints are followed up in compliance with time frames set in the Complaints Management Policy • Records of regular audit of medication and vaccine fridge stock • Medical supplies audit log • Instances of staff noncompliance with uniform policy/behavioural policy to be raised with Clinics & Project Manager

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times (and free of tripping hazards); and that the Reception team adhere to the uniform policy and are well presented and neat at all times. • Inducting new team members and providing initial training • Assist with answering inbound telephone calls from time to time as required when Grey Street reception is busy. Cover leave gaps and unplanned absences on Reception from time to time. • Escalate issues of concern to the Clinics & Project Manager in a timely manner. • Maintain a high level of privacy & confidentiality.	
Operational: • Attend GP and Breast Clinic Operational Meetings, in additional to other meetings and take minutes / record action items as directed by the Clinics & Project Manager. • Manage the filling of patient lists for Premium sessional users, including printing out of headers (when required), emailing patient lists to sessional users ahead of their scheduled session and ensuring exemplary customer service. Management of appointments, referrals and scheduling within a satisfactory timeframe. • Maintain Sessional User rooms roster and ensure leave is captured accurately on roster and notes made in the Daily Notes function within Best Practice re changes. Ensure an up to date print out of rooms roster is maintained at Grey Street Reception at all times. • Staff rostering duties as required. • Management of medical insurance reports process. • Identify process system inefficiencies and participate in the implementation of change. • Demonstrate flexibility in the face of changing priorities and situations.	• Clinics & Project Manager satisfaction • Accurate notes/ action items are sent to the Clinics Project Manager within 24 hours of meetings. • Sessional consultant satisfaction
IT/Tech: • Provide on the ground support to doctors in rooms when IT issues are encountered. • Liaise directly with IT to troubleshoot computer, printer and IT related issues for all clinics. • Liaise with software vendors such as Best Practice and Epworth IT team /Clinics & Project Manager as required.	• Clinics & Project Manager satisfaction • Doctor feedback
Reception/Customer Service: • Support the Clinics & Project Manager & Team leader to ensure clinics admin team deliver high-level customer service to doctors, patients and visitors. • Provide reception cover as required, filling in leave gaps and covering the Team Leader when required.	• Practice Manager satisfaction • Doctor Satisfaction Survey • Customer complaints are followed up in compliance with time frames set in the Complaints Management Policy

• Induct new admin team members, assist with initial training and manual. • Lead by example, role modelling customer service to the Clinics Administration team. • Provide excellent, helpful service to the Clinics & Project Manager, Team Leader, sessional consultants, doctors, patients, visitors and staff. • Communicate with clear and unambiguous language in all interactions, tailored to the audience. • Actively seek to understand stakeholder expectations and issue and problem solve as required. • Adhere to Epworth Values and Behaviours	• Patient satisfaction survey
Safety and Wellbeing Freemasons Health Clinics is committed to providing work environments which are physically and psychosocially healthy and safe for all employees, patients, contractors, customers and visitors. All employees are personally responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. It is the responsibility of all staff at the clinic to ensure that they provide safe, high quality care to our patients and service users. Safe care means accepting individual and shared responsibility and protocols by all staff. • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan • Observe safety procedures and instructions provided, and work in a manner which minimises the risk of injury to self, fellow employees, patients and visitors according to Epworth Hospital OH& S Policies and procedures.	• Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Mandatory training completed at agreed frequency • Incidents are recorded in Riskman within 24 hours

6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable Relevant qualifications or experience in Health or Office Administration and/or Practice Management.
Previous Experience	Essential - Demonstrated experience in a healthcare, hospital or medical general practice and/or consulting environment or substantial administrative setting. Desirable - Strong administrative background. - Strong working knowledge of Best Practice, Genie or other relevant Practice Management programs. - Previous administrator/receptionist/team leader roles in a healthcare will be highly regarded.
Required Knowledge & Skills	Essential - Strong computer and word processing skills - Strong working knowledge of Practice Management Software - Tech savvy & strong understanding of computer systems & ability to guide others - Extensive administrative experience in a service or patient orientated environment - High level of discretion and understanding of privacy issues - Ability to set priorities and to work under pressure with well-developed organisational skills - Ability to pay attention to detail - Ability to work unsupervised - Ability to show initiative and take ownership of tasks - Excellent communication skills both verbal and written - Experience and a natural ability to liaise with doctors and colleagues
Personal Attributes & Values - All employees are expected to consistently work in accordance with Epworth's values and behaviours - Respect - Excellence - Compassion	- A calm nature, capable of calming others & leading others in stressful situations - A positive 'can do' attitude - High level of personal presentation - Highly organised and ability to multi-task - Practical approach to problem solving - Prepared to commit to Epworth's Values and Behaviours

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• Community • Integrity • Accountability	• Committed to the Epworth “Code of Conduct” • Ability to work across Epworth HealthCare sites • Flexibility and adaptability with work hours and days to meet staff clinical support needs and other organizational commitments
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
June 2016	28 March 2017 28 March 2019 10 March 2020 8 October 2020 20 January 2021 8 July 2021 8 August 2022 8 October 2025	ERC Practice Manager Divisional Administration Manager Divisional Administration Manager Administration Team Leader Practice Manager Practice Manager – Freemasons Clinics Project Manager Clinics & Project Manager

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____