# Position Description

## 1. General Information

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| **Position Title:** | Team Leader Administration |
| **Division/Department:** | Epworth Rehabilitation |
| **Position Reports to:** | Divisional Administration Manager |
| **Enterprise/Individual Agreement:** | HSU East |
| **Classification/Grade:** | COF |
| **Location:** | Hawthorn |
| **Employment Status:** | Full Time |
| **Resource Management**<br>(for Management positions only)<br>**Number of Direct Reports:**<br>**Budget under management:** | <br><br>3.79 EFT |
| **Key Relationships - internal and external** | VMO's, Allied health and nursing, Medical and Hospital Reception, Health Information Services, Patient revenue |

## 2. Overview of Epworth HealthCare

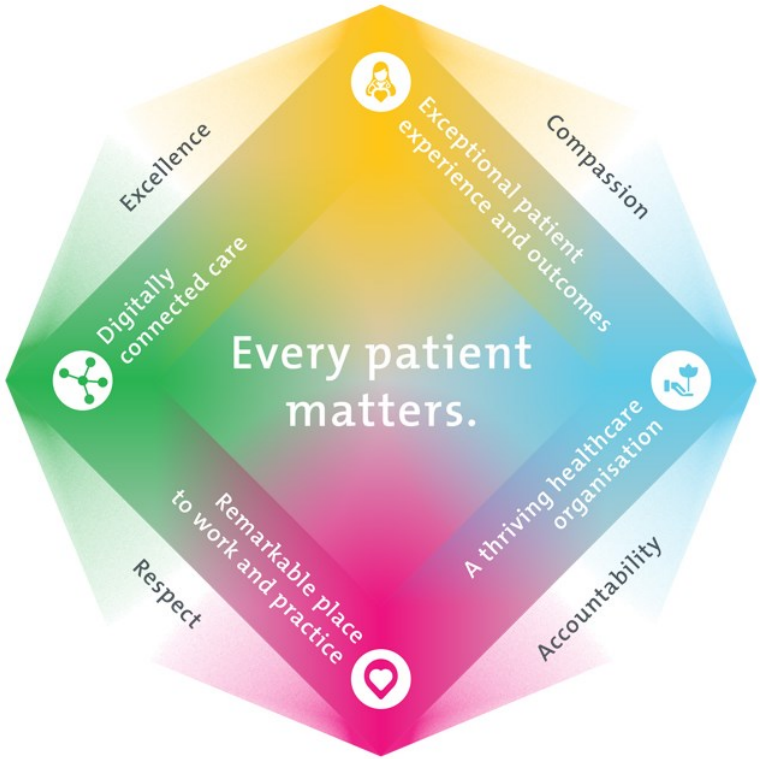
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our 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 Compassion, Accountability, Respect and Excellence. More information can be found on the Epworth website.

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

## 3. Epworth HealthCare Strategy




| All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose. |
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| **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 Team Leader Administration is responsible for leading and managing their team and the ongoing development of the department from an operational perspective. This is achieved through effectively balancing and pioritising the core business activities of:

- Leading a strong administrative team to deliver timely, person-centred service to patients at Epworth Healthcare in order to drive an exceptional patient experience
- Building and maintaining high performance teams that operate within a performance framework to drive a culture of accountability, best practice and innovation.
- Effective management of all resources within a continuous improvement framework to optermize quality, activity, business development and financial performance of the team
- Contributing to the ongoing development of Epworth HealthCare's internal culture and external reputation through
    - Demonstrating behaviours and attitudes that are consistent with Epworth's vision and values
    - Building strong and trusting relationships with external stakeholders including highly effective doctor relationship management to continue building the reputation and brand of Epworth Healthcare

The primary function of the Team Leadr Administration is to effectively manage all administration department daily operations. This role will incorporate oversight of daily Outpatient, Medical Consulting and Hospital Reception operations within the department ensuring the workloads are managed accurately and efficiently in relation to the administrative processing/governance of patients across all administrative streams

In addition, the Team Leader Administration is to ensure the provision of customer service and administrative support by the administrative team to Epworth staff, patients, visitors, relatives and medical staff

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

| Clinical Governance Domain | Role |
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| ***Leadership and culture*** | Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation. |
| ***Consumer Partnerships*** | Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible. |
| ***Effective Workforce*** | Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care. |
| ***Clinical Safety and Effectiveness*** | Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved. |
| ***Risk Management*** | Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies. |

## 6. Key Accountabilities

| KEY RESPONSIBILITIES | MEASURES/KPIs TO BE ACHIEVED |
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| **Operational Management**<br>• Seeks input and feedback from team to develop understanding of department performance<br>• Ensure the administration department is fully resourced and staff are well trained in all areas of responsibility<br>• Ensure the effective and accurate use of the iPM Patient Management System and Practice management system by all administrative staff | • Strong financial management is supported by accuracy and integrity data<br>• Staff retention rates<br>• Staff engagement survey<br>• Doctor satisfaction survey |

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| **Leadership and Team Work**<br>• Works cooperatively and collaboratively with all members of the team<br>• Provides positive and constructive feedback to team members<br>• Actively participates as a member of the administrative team<br>• Demonstrates and provides leadership and expertise to guide and support staff<br>• Foster an envioronment of staff recognition, trust and support<br>• Train, coach and support administrative team members to develop the skills required to improve job performance<br>• Develop and maintain professional relationships across Epworth Groups with specific relation to coding, billing and patient revenue | • Establish and maintain team meetings with all members of the team<br>• Feedback from team members, consultants and managers<br>• Best practice leadership and ability to liase with stakeholders<br>• Build a culture of success as measured by staff engagement survey<br>• Effectively lead the achievement of agreed KPI's including:patient care/quality service, People and culture and financial outcomes |
| **Customer Service**<br><br>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.<br><br>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.<br><br>• Role model and actively promote a culture of high quality patient care<br>• Provide excellent, helpful service to patients, visitors and staff<br>• Communicate with clear and unambiguous language in all interactions, tailored to the audience<br>• Build customer relationships and greet customers and patients promptly and courteously<br>• Actively seek to understand patients' and their family's expectations and issues, using multiple strategies | • Patient and customer service satisfaction surveys within agreed targets<br>• Use AIDET principles in all interactions<br>• Compliments to complaints ratios<br>• Completes leader rounding at agreed frequency<br>• Issues are escalated to the manager and resolved in a timely manner |

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| • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service<br>• Responds quickly and proactively escalate concerns when necessary<br>• Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion | |
| **Safety and Wellbeing**<br><br>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.<br><br>• All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace<br>• Integrate and review OHS performance in staff PDPs<br>• Ensure all direct reports are held accountable for safety performance and actions | • Adhere to infection control/personal hygiene precautions<br>• Implement and adhere to Epworth OHS policies, protocols and safe work procedures<br>• Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours<br>• Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes<br>• Mandatory training completed at agreed frequency |

## 7. Position Requirements/Key Selection Criteria

| COMPONENT | |
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| Qualifications | **Desirable**<br>• A degree or certificate in Business Administration |
| Previous Experience | **Essential**<br>• Working background in Hospital Patient Administration<br>• Working knowledge of Health Fund contracts |
| Required Knowledge & Skills | **Essential**<br>• Working knowledge of systems such as iPM, Genie and MModel<br>• Ability to set priorities and to work under high pressure<br>• Effective communication skills<br>• Ability to work effectively without direct supervision<br>• Well-developed organisational skills<br>• Effective problem solving skills<br><br>Desirable<br>• Previous experience in managing an administration team<br>• Previous experience in delivery of Key performance indicators |
| Personal Attributes & Values<br>All employees are expected to consistently work in accordance with Epworth's values and behaviours<br><br>• Compassion<br>• Accountability<br>• Respect<br>• Excellence | **Essential**<br>• A passionate commitment to Epworth Values abd Behaviors that translates as an example and benchmark to administration team<br>• Must possess a positive attitude<br>• Must have a willingness to participate in team based environment<br>• Must have an excellent personal presentation |

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**Document Control**

| Date Developed: | Date Last Reviewed: | Developed and Reviewed By (Position Title): |
|---|---|---|
| April 2017 | January 2026 | Divisional Administaryion Manager |

## 8. 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: _____