

# Position Description



## 1. General Information

<b>Position Title:</b>	Epworth Clinic Medical Secretary
<b>Division/Department:</b>	Epworth Rehabilitation Camberwell
<b>Position Reports to:</b>	Practice Manager
<b>Enterprise/Individual Agreement:</b>	SEC01 - SEC05
<b>Classification/Grade:</b>	Medical Secretary
<b>Location:</b>	Level 3, Mental Health Consulting Suites Epworth Camberwell
<b>Employment Status:</b>	Casual
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	N/A
<b>Key Relationships - internal and external</b>	Patients, Psychiatrists, Referring Doctors, Treating Doctors, Patient's Relatives, Staff, Visitors

## 2. Overview of Epworth HealthCare

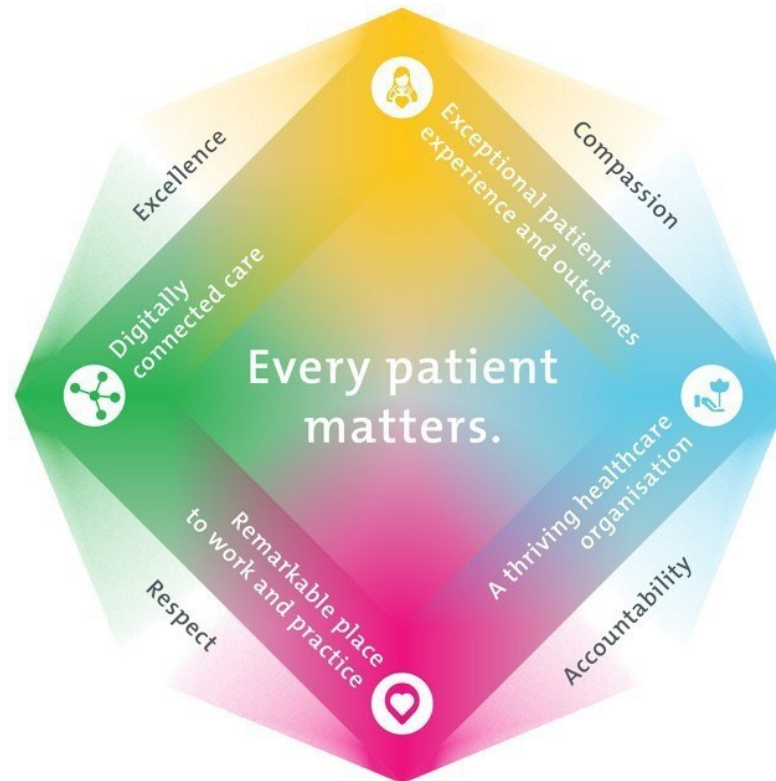
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our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

**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.

## 4. Purpose of the Position

The Primary function of a Medical Secretary in the Rehabilitation and Mental Health Consulting Suites is to effectively manage referrals, appointments, billings, email and telephone enquiries, patient histories and results. This role will require you to provide comprehensive customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff. This role is multi-disciplined and aligned to the Hospital inpatient and outpatient departments. This role will attend to the administrative processing of patients across all aspects of Epworth Camberwell Mental Health Consulting Suites.

## 5. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<ul style="list-style-type: none"> <li>• Answer patient, visitor and staff enquiries.</li> <li>• Maintain a neat and professional reception area at all times.</li> <li>• Manage inbound and outbound mail preparation.</li> <li>• Assist with inbound and outbound telephone calls.</li> <li>• Provide high level customer service to staff, medical staff, patients and visitors.</li> <li>• Maintain a high level of privacy and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Doctor Satisfaction Survey</li> <li>• Practice Manager satisfaction</li> <li>• Customer complaints are followed up in compliance with time frames set in the Complaints Management Policy</li> <li>• Patient satisfaction survey</li> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>• Management of appointment referrals and scheduling within a satisfactory timeframe.</li> <li>• Receive and receipt patient and third party payments.</li> <li>• Prepare accurate patient files.</li> <li>• Assist the practice manager to establish and maintain the departmental procedure manual.</li> <li>• Provide support and cover for annual/personal leave as required.</li> <li>• General administration tasks as required.</li> <li>• Identify process system inefficiencies and participate in the implementation of change.</li> <li>• Demonstrate flexibility in the face of changing priorities and situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Doctor Satisfaction Survey</li> <li>• Practice Manager Satisfaction</li> <li>• Patient satisfaction survey</li> </ul>
<ul style="list-style-type: none"> <li>• Provide accurate information to patient and family members in relation to outpatient consultation fees and general information within the framework of privacy legislation.</li> <li>• Identify and attend to all customer needs and expectations as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Doctor Satisfaction Survey</li> <li>• Practice Manger satisfaction</li> <li>• Mandatory Training Compliance Reports</li> </ul>

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<ul style="list-style-type: none"> <li>• Establish positive relationships with colleagues.</li> <li>• Contribute to departmental efficiency by effective utilisation of time and resources.</li> <li>• 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&amp; S Policies and procedures.</li> <li>• Compliance on all mandatory training.</li> </ul>	<ul style="list-style-type: none"> <li>• Riskman</li> </ul>
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>• Provide excellent, helpful service to patients, visitors and staff</li> <li>• Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>• Build customer relationships and greet customers and patients promptly and courteously</li> <li>• Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>• Patient and customer service satisfaction surveys within agreed targets</li> <li>• Issues are escalated to the manager and resolved in a timely manner</li> </ul>

## 6. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
Previous Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Working background in Medical Consulting environment</li> <li>• Strong working knowledge with Genie or other relevant Practice Management programs</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Working background in hospital administration</li> </ul>
Required Knowledge & Skills	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Strong working knowledge of Medical Terminology</li> <li>• An excellent understanding of computer systems and a willingness to learn new systems.</li> <li>• Extensive clerical experience in a service orientated environment</li> <li>• High level of discretion and understanding of privacy issues</li> <li>• Ability to set priorities and to work under high pressure with well-developed organisational skills</li> <li>• Ability to pay attention to detail</li> <li>• Ability to work unsupervised</li> <li>• Ability to show initiative and take ownership of tasks</li> <li>• Excellent communication skills both verbal and written</li> <li>• Experience and a natural ability to liaise with doctors and fellow staff</li> </ul>
<p>Personal Attributes &amp; Values - All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Respect</li> <li>• Excellence</li> <li>• Compassion</li> <li>• Accountability</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• A positive 'can do' attitude</li> <li>• High level of personal presentation</li> <li>• Highly organised and ability to multi-task</li> <li>• Practical approach to problem solving</li> <li>• Prepared to commit to Epworth's Values and Behaviours</li> <li>• Committed to the Epworth 'Code of Conduct'</li> </ul>

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## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
July 2021	June 2025	Practice 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: \_\_\_\_\_