

## POSITION DESCRIPTION

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<b>Position Title:</b>	Outpatients Administration Officer
<b>Business Unit/Division:</b>	Outpatients Services
<b>Award Agreement:</b>	Health and Allied Services Victorian Public Health Services Clerical Classification
<b>Classification:</b>	HS1
<b>Employment Type:</b>	Full Time.
<b>Reports to:</b>	Team Leader, Outpatient Services
<b>Date Prepared/Updated:</b>	May 2023
<b>General Role Statement:</b>	All aspects of patient booking processes, using the relevant computer systems. Reception and telephone duties

## ORGANISATIONAL OVERVIEW

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### Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Centre
- Bundoora Centre
- Moreland Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- North Area Mental Health Service Community Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

**Our Vision:**

A healthier community, making a difference for every person every day.

**Our Values:**

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our community.
- Kind – We treat everyone with kindness, respect and empathy.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined five strategic goal. Focussing on these goals will support us to achieve our vision and mission.

- A safe, positive patient experience
- A healthier community
- An innovative and sustainable future
- Enabled staff, empowered teams
- Engaged learners, inspired researchers

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

## ROLE STATEMENT

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The Northern Health Outpatient Service operates at all of the Health Services' main campuses.

This position is responsible for:

- Providing high quality general reception and telephone answering services
- Registration of patients and referrals
- Collating referral information
- Updating referral and appointment information
- Allocation and maintenance of patient appointments
- Mailing of information (investigation requests, prescriptions, documents) to patients
- Mailing of CPF generated clinical appointment correspondence to external clinicians and/or practices
- Maintaining clinic supply of investigation request forms and outpatient clinician stationary
- Liaise with patients/care givers to collect/provide information
- Work with the broader outpatient team and external providers to ensure the efficient and safe operations of service.
- Support Televideo patients using NH telehealth platform Health Direct
- Providing administration cover across all Northern Health Campuses.
- The Administration Officer is required to be adaptable, multi-skilled, patient focussed and able to use of a number of computer systems.
- Able to liaise with other Health Service Partners in regards to bookings, referrals and procedures for patients.

### All employees:

#### Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza and Covid-19.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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**Service Delivery:**

- Provide efficient, professional reception and customer service including directing patients to appropriate clinics
- Provide support to customers attending F2F, Telehealth (Televideo & Telephone) appointments
- Prompt management of phone calls when based in the call centre/room,
- Rotate through a variety of shifts within the business hours of 8am – 6pm Monday to Friday
- Allocate and maintain appropriate and accurate patient appointments in relevant patient management systems and provide letters/booklets confirming this information to patients.
- Manage enquiries including in-person, telephone calls, Televideo and written requests in accordance with department protocols and in line with the Northern Health Privacy/Release of Information policy.
- Undertake activities to ensure clinic workflows are efficient e.g. print/export clinic lists, check currency and availability of referrals and monitor and address simple workflow issues during clinic operation
- Enter and book, where relevant, dependent resources for appointment
- Work with clinical staff (VMOs/Nursing/AH/Lead Nurses) to contribute to the placement of patients on waiting lists, planned appointments, bookings for procedures and over bookings etc.
- Follow protocols developed to manage intercom calls if required
- Collect, enter and update accurate and complete referrals, patient, clinic appointments and service data as per guidelines/minimum standards onto the relevant electronic systems
- Run reports from iPM and HMS at the request of program managers
- Monitor and record patient flow using the relevant computer systems
- Collect and correct information pertaining to the VINAH/Medicare data set. Work with data officers to correct errors prior to the VINAH/Medicare submission and work with relevant clerical and clinical team leaders to ensure that errors returned via the VINAH/Medicare are corrected
- Collect and update information/paperwork required to facilitate Medicare Billing
- Clear fax machines and mail boxes and manage referrals/paperwork/mail according to site procedures
- Work at different NH Sites and within varying hours as per roster
- Other duties as required

**Organisational Management:**

- With the direction of Administration Manager/Team Leader or Intake Services, contribute to the management of extended waitlists, overbookings and planned appointments in Northern Health's clinics
- Manage Intercom calls from the delivery area or car park in accordance with protocols
- Assist with improvement activities related to relevant processes
- Contribute to the delivery of seamless services to patients of ambulatory services at all Northern Health's sites by developing effective working relationships within the team.

**Quality & Safety of Health Care**

- Support the achievement of accreditation under the National Safety and Quality Health Care Standards
- Practice within the guidelines for the National Quality & Safety of Health Care standards.
- Contribute to quality improvement through participating in quality activities and projects.
- Participate in Safety and Quality education and training
- Undertake role activities in a manner that supports a safe environment, eliminating harm to patients and staff.
- Record and report all clinical and non-clinical incidents.
- Encourage utilisation of, and participate in, the patient complaint process as a means to improve the quality and safety of care.

**Risk Management**

- Utilise RiskMan software for the recording and reporting of all incidents and feedback.
- Contribute to patient safety and quality of care by:

- Implementing the Risk Management Policy and Framework within area/s of responsibility and ensure risk management strategies and processes are embedded into work practices
- Promoting a culture of risk awareness and ownership
- Managing and monitoring business, safety and operational risks within area/s of responsibility reporting key/emerging risks and opportunities to relevant Executive Director/ Director / Line Manager.

#### **Customer Service and Consumer participation**

- Commit to the principles of Person-Centred Care and to embedding these principles in all elements of service provision.
- Exhibit customer service behaviours in all interactions with internal and external customers.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.

#### **Training and Development**

- Complete mandatory training relevant to the role and discipline.
- Participate in performance review including establishing and working toward achievement of a professional development plan
- Other training as directed by management

## **SELECTION CRITERIA**

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### **Qualifications, Registrations and Qualities**

#### **Essential**

- Proficient in the use of PC windows, including word, e-mail and excel
- Previous experience in customer service
- Current National Police and Working with Children History Check
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

#### **Experience**

##### **Essential:**

- Ability to deal with difficult matters in a professional manner at all times
- Able to work under pressure.
- Demonstrated customer service skills including a strong customer focus

##### **Preferred:**

- Previous Fertility & Reproductive Services experience.
- Previous experience with electronic patient booking systems and switchboards.
- Knowledge of policies regarding the handling of confidential information

### **Knowledge, Skills and Behaviours**

**Essential:**

- Flexible to work hours /days within operating times
- Available to change rostered days/shifts with adequate notice to suit operational demands
- Prepared to learn new systems quickly and adapt as changes occur
- Ability to demonstrate a high level of accuracy and attention to detail.
- Excellent communication skills.
- Flexibility and adaptability to undertake new/unfamiliar duties as required
- Able to work effectively individually and as part of a team.
- Demonstrate commitment to continuous improvement in the work environment.
- Strong time management skills

**Preferred:**

- Willingness to work across campuses when required
- Previous experience in working complex and busy environments, preferably in a health service setting.

Employee Declaration

I  have read, understood and accept the above Position Description.  
(Please print name)

Signature:  Date: