



## POSITION DESCRIPTION

<b>Position title:</b>	Primary Health – Health Centre Administrator
<b>Status:</b>	Part time
<b>Location:</b>	Circular Head
<b>Classification level:</b>	Level 3
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>Reporting to:</b>	Health Services Manager
<b>Date Approved:</b>	12/02/2024

### Position Objective

The importance of Aboriginal and Torres Strait Islander (ATSI) community and cultural inclusiveness is to be in the forefront of decision making in the daily operations of the organisation.

The incumbent must ensure the values, vision and mission is imbedded in the interaction with clients and is promoted to the community in all its health orientated activities.

Circular Head Aboriginal Corporation (CHAC) provides access to specialist and allied health services to the community. The role is to liaise with health professionals and their staff and clients to ensure appointments are managed successfully at the Health Centre and to assist with other CHAC Health programs as required

### Level of Responsibility

This role will work under the direction of Health Services Manager in the application of procedures, methods and guidelines which are well established.

The incumbent is to be able to solve problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees. The incumbent may receive instruction on the broader aspects of the work and may also aid lower classified employees.

The incumbent has the scope for exercising initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

## Roles and Responsibilities

### Reception duties:

- Prepare Health Centre for the day including room set up for visiting specialists;
- Liaise with clients and their families or support people in a compassionate manner;
- Liaise with General Practitioners, and other health professionals and their staff when required;
- Co-ordinate appointments with clients and health providers, send reminders and record cancellations;
- Receive and process incoming referrals, book appointment and place on wait list monitoring for urgency;
- Enter Tazreach appointments and required data for specialists into Communicare as per IAHP;
- Organise and set up Telehealth IT equipment/programs and facilitate client appointments;
- Monitor visiting Specialists meet their required funded visitations and highlight to management discrepancies;
- Co-ordinate room bookings via Health Centre calendar to meet Specialist requirements;
- Maintain reception area in an organised and clean manner adhering to Covid-19 Safety Plan;
- Maintain supplies for the Health Centre including stationery, masks, gloves, sanitiser etc.,
- Courteously and professionally answer phone calls and ensure messages are forwarded in a clear and concise manner relevant to the situation;
- Carry out daily reconciliation processes specific to individual Specialists;
- Promote the Health Centre to other service providers and the community;
- Complete all monthly reports including Tazreach service co-ordination and Eye co-ordination reports and email to Finance, Specialist calendar of all services booked for reconciliation of private bookings;
- Ensure Health Centre building is secure at end of day and security alarm set if last person;
- Ensure Health building is maintained and cleaned to the required standard for Health Services;
- Ensure compliance with any relevant Health directive including the Covid-19 Safety Plan.

### Other Responsibilities

- To promote and maintain a positive professional image for CHAC activities, both internal within the organisation, and external to businesses and the wider community;
- Comply with all CHAC's policies and guidelines;
- Have a sound understanding of WH&S Act 2012 and responsibilities of CHAC, and take reasonable care for your own health and safety and ensure that an act or omission that you do not adversely affect the health and safety of other persons;
- Maintain an active awareness of risk management issues and practices within the role that could cause concern, embarrassment or liability to CHAC;
- Actively participate in continuous improvement and identification of improvements in the delivery of the program;
- Update Health displays through Health Centre including digital screens using Xibo online program;
- Attend workshops, training and forums to represent CHAC when required;
- Facilitate or support health programs/promotional opportunities at CHAC or in the wider

community; ie Exercise Treatment Program.

- Ensure that you understand and display the requirements of the Privacy and Confidentiality policy;
- Any other duties as required by CHAC and within your competency.

## **Performance Targets and Indicators**

Performance targets and indicators are included in a performance appraisal and in the primary health funding grant, which will be reviewed and amended as required.

## **Selection Criteria - Qualifications, Skills and Experience**

- Understand Aboriginal societies and culture and the issues affecting these people in contemporary Australian society and the diversity of circumstances of Indigenous people;
- Display a high standard of ethics and attitude of discretion and integrity to inspire trust and confidence and have a mature pleasant disposition;
- Be motivated and have ability to co-operate with other staff in a team environment;
- Ability to work co-operatively with professionals in other related agencies;
- Time management skills and the ability to develop, maintain and monitor own work program to meet deadlines;
- Display an attitude of confidentiality, discretion and integrity to engender trust;
- Experience in managing and reconciling cash and other payments including Eftpos and Hicaps;
- Have a sound knowledge of medical terminology relating to visiting services or the ability to acquire same;
- Ability to employ sound judgement and decision making amongst competing demands;
- High level of verbal and written communication skills along with proficiency in the application of computer packages required to perform role including medical software Communicare, PracSuite;
- Practical experience in WH&S and Risk Management;
- Certificate level qualification in administration or equivalent previous related experience;
- Ability to work independently;
- Ability to identify areas where an organisation can continuously improve;
- Fully completed COVID-19 vaccination;
- Current unrestricted driver's licence, police check and WWVP clearance are a definite requirement.

## **Acceptance**

**The Employee**

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, CHAC's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my employment monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I further acknowledge that my duties may be varied from time to time.

Name:

Signature:

Position: ..... Date: .....