



POSITION DESCRIPTION

POSITION TITLE:	Clinical Administration Assistant
DEPARTMENT:	Continuum of Care
CLASSIFICATION:	Grade 1 (HS1)
INDUSTRIAL INSTRUMENT:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016-2020 and subsequent agreements
REPORTS TO:	Clinical Administration Coordinator
PRE-REQUISITES:	<p>Essential:</p> <ul style="list-style-type: none">• Experience in Microsoft Windows applications and patient database programs.• Current Police Check.• Current Working with Children Check.• Current Flu Vaccination (evidence required).• Organisational Mandatory Competencies. <p>Desirable:</p> <ul style="list-style-type: none">• Experience in the Health Sector.• Certificate in Health & Business Administration.• Knowledge of medical terminology.

KEY SELECTION CRITERIA:

- Demonstrated ability to provide reception and clinical administration assistance.
- Demonstrated and proven ability to maintain high levels of strict confidentiality.
- Demonstrated sound communication skills with a commitment to provide superior levels of customer service to the public and with co-workers.
- Ability to work independently and as part of a team.
- Show high levels of initiative.
- Ability to prioritise workloads and meet deadlines with a professional and positive approach.
- Demonstrated use of Microsoft Windows applications including Word, Excel, Outlook, Publisher and PowerPoint at an advanced level.
- Proven ability to use patient database systems.
- Proven ability to work in all divisions of the Clinical Administration Team.
- Proven ability to provide Administrative support to the Clinical Team.

OUR PURPOSE:

The purpose of Benalla Health is to care for our community by providing safe, high quality healthcare for everyone.

OUR VALUES:

Compassion, Empathy, Accountability, Respect and Excellence.

POSITION SUMMARY:

Clinical Administration Assistants perform a wide range of administrative and clerical support tasks across all areas of the organisation, supporting the Clinical Team.

This position is not limited to any single worksite and involves support to the various clinical areas within the Division.

This position is responsible under the supervision of the Clinical Administration Co-ordinator to assist in the provision of reception duties and administrative support, including the Clinical team.

RESPONSIBILITIES:

- Administrative support to administrative areas at Benalla Health including, but not limited to:
 - Logging & follow up on patient appointments as directed.
 - Balance daily takings and submit takings to Benalla Health Reception when required.
 - Computer room bookings.
 - Client appointment bookings.
 - Fleet car bookings on behalf of staff.
 - Provision of reports and statistics as required.
 - Report preparation.
 - Delivering excellent customer service to all phone enquiries.
 - Filing, photocopying, faxing and excellent typing skills.
 - Scanning & uploading.
 - Data entry via electronic management systems.
 - Accurate and timely filing and extraction of medical records as required.
 - Agenda and Minutes as required.
 - Mail sorting and distribution.
- Provide courteous, efficient and effective reception when handling telephone calls, written, email, person to person and other forms of communication related to allocated clerical duties and tasks.
- Deliver excellent customer service to all internal and external customers.
- Accurate filing of medical records including all correspondence and other documentation relevant to each patient file.
- Proven ability to use Data entry software – Theatre Lists and maintaining accurate patient database profiles.
- Pre-admission, admission and discharge processes.
- Retrieval from files and other sources of information and documentation required by the Department of Health and other organisations to compile reports for programs.
- Possess knowledge of Benalla Health Programs.
- Ensure patient / client confidentiality and security is maintained in any of the various mediums of communication – written, verbal or electronic, in accordance with statutory requirements and organisational policies.
- Assist visitors to navigate the health service to ensure positive customer experiences.
- Maintain the reception security access cards for visitors and the visitors sign in and out daily sheets.
- Accept the receipt of goods via couriers / postal services on behalf of staff and organisations within the Division.
- Attend Clinical Administration team meetings.
- Ability to manage accounts – account / end of month processing.

- Assist in Equipment and stationary ordering.
- Theatre preparation (documentation).
- Assist in the delivery of the Needle Exchange Programme.

SAFETY MANAGEMENT SYSTEMS:

In accordance with the current Victorian OH&S legislation and infection control standards, each employee has the responsibility to take reasonable care of their own health and safety by:

- Adhering to Benalla Health's OH&S policies and procedures.
- Reporting hazards and injuries.
- Participating in OH&S consultation and OH&S training.
- Cooperating with managers and supervisors to ensure that OH&S responsibilities are met by all.
- Not wilfully interfering with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk.
- Each employee is responsible for ensuring that they are fit to perform their duties without risk to the safety, health and well-being of themselves and others within the workplace. This responsibility includes compliance with reasonable measure put in place by the employer and any related OH&S requirements.

Each employee has the responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

Please refer to Benalla Health's Occupational Health & Safety Responsibilities Guideline.

QUALITY & RISK:

Benalla Health is accredited by an independent Accreditation Agency. All staff are required to actively participate in quality improvement activities.

POLICIES & PROCEDURES:

It is every employee's responsibility to access and have knowledge of relevant policies and procedures that relate to their employment. All organisational-wide policies and procedures can be accessed on the Benalla Health Intranet site.

RISK MANAGEMENT:

All staff have a responsibility to identify and report risks in their workplace. All staff are required to participate in risk management training identified as relevant to their position and level of employment.

CONFIDENTIALITY:

Any information obtained in the course of employment is confidential and should not be used for any purpose other than in the performance of duties for which the person is employed. The employee is bound by the Information Privacy Act 2000, Aged Care Act 1997 and the Health Records Act 2001.

MANDATORY ORGANISATIONAL COMPETENCIES:

In accordance with current legislative requirements, all employees have a responsibility to ensure they successfully complete competencies as prescribed (on commencement, annually, every two years or as otherwise stated).

Refer to the organisations mandatory training policy for full details.

PREVENTION AND RESPONSE TO FAMILY VIOLENCE:

It is a basic human right to be respected as an individual. Benalla Health supports this fundamental right through advocacy for the prevention and awareness raising of family violence. Benalla Health is committed to the elimination of Violence.

Each employee at Benalla Health will be expected to demonstrate their commitment by:

- Gaining knowledge and the ability to implement a brief intervention to identify and respond to family violence, underpinned by principles of sensitive practice.
- Actively participate in education and events supporting 'the prevention and response to family violence in our organisation and the community.
- Positively contribute to workplace safety and morale.
- Be able to confidently address issues that arise regarding Family Violence for clients and colleagues.

PERFORMANCE REVIEW & DEVELOPMENT:

A performance review & development plan will be carried out three months post appointment and thereafter at least once a year. The position description will form the basis for the review.

If performance does not meet expectations or additional staff development/guidance is required, performance reviews will be carried out more frequently. The employee can request additional performance reviews at any time in writing.

This document provides a summary of the role and duties of the position and forms the basis for periodic review of departmental and individual performance.

This position description is subject to review and amendment at any time, as appropriate and as approved by the relevant Director.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices or in any vehicle.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organisation's Policies and Procedures.

EMPLOYEE'S NAME: _____

EMPLOYEE'S SIGNATURE: _____

DATE:/...../.....

MANAGER'S NAME: _____

MANAGER'S SIGNATURE: _____

DATE:/...../.....

CREATED: September 2020

REVISED: February 2021

Benalla Health

Aligning behaviours to our Values and Code of Conduct

Compassion	Empathy	Accountability	Respect	Excellence
In our team we ...				
<p>are kind to each other</p> <p>are forgiving</p> <p>respect personal space</p> <p>seek clarity where there is uncertainty</p> <p>maintain confidentiality for those in our care and those we work with</p> <p>encourage and support each other to discuss issues</p> <p>ensure open consultation and two-way communication</p> <p>use eye contact and our tone of voice to demonstrate we are actively listening to the others perspectives</p> <p>we see the person as being separate from any unacceptable behaviour</p>	<p>ask others 'how can we help'</p> <p>act to include each other</p> <p>seek to understand the facts</p> <p>will support those who admit errors</p> <p>pull together especially in tough times</p> <p>have patience for those who are learning</p> <p>are safe to question and be inquisitive</p> <p>report incidents and mistakes recognising we work in a 'just' culture</p> <p>promote a culture of continuous improvement</p> <p>summarise what we have heard to demonstrate our understanding</p> <p>have fun</p>	<p>are honest and reliable</p> <p>do what we say we will do</p> <p>are honest with each other</p> <p>call below the line behaviour</p> <p>reflect on our own behaviour</p> <p>acknowledge problems and seek and/or offer a solution</p> <p>have the courage to speak up and use our voice</p> <p>will comply with reasonable directives</p> <p>follow policies and procedures including rostering rules</p>	<p>acknowledge the views, opinions, beliefs and ideas of others</p> <p>say thank you</p> <p>manage each other up</p> <p>encourage robust discussion</p> <p>smile and greet each other</p> <p>acknowledge people from culturally diverse backgrounds</p> <p>turn up on time</p> <p>apologise when we have hurt others and/or have been below the line in our behaviour</p> <p>model and demonstrate polite behaviour</p> <p>use AIDET when we communicate</p> <p>follow our organisation's dress code and dress appropriately</p>	<p>have a 'can do' attitude</p> <p>work hard</p> <p>choose our attitude</p> <p>encourage innovation</p> <p>lead by positive example</p> <p>work as a team</p> <p>acknowledge when we are wrong</p> <p>encourage each other to be the best we can be and celebrate each other's achievements</p>
In our team we do not ...				
<p>accept negative comments about others efforts</p> <p>withhold or deliberately make information inaccessible</p> <p>use or threaten to use violence - even in jest</p>	<p>say this is the way we have always done it</p> <p>judge a book by its cover</p> <p>tolerate angry, aggressive behaviour</p> <p>negatively criticise and judge another's performance</p> <p>actively avoid the reporting of events, incidents or issues</p> <p>actively or passively resist change</p> <p>misrepresent or selectively interpret facts</p>	<p>waste time</p> <p>turn a blind eye to poor practice</p> <p>expect other people to clean up our mess</p> <p>openly complain to everyone else except the most appropriate person who could fix the problem or issue</p>	<p>participate in, contribute to or encourage the rumour mill and gossip</p> <p>dismiss other people's opinions and contributions or put down their ideas</p> <p>manage each other down</p> <p>tolerate sexist behaviour or language</p> <p>use unprofessional or inflammatory language such as swearing</p> <p>raise our voices in patient care areas</p> <p>see ourselves as being more important than someone else</p> <p>respond with negative body language such as rolling eyes, huffing/puffing, negative tone of voice, crossing arms or shrugging shoulders</p> <p>talk down and be condescending to others</p>	<p>watch the clock</p> <p>ignore call bells or ringing phones regardless of who is allocated what duties</p> <p>blame others for our actions</p> <p>put our personal likes or dislikes above the needs of the team and our professional responsibility</p>
Our standard is what we choose to walk past ...				