

Position Title	Administration Assistant										
Site/Location	Mornington										
Unit/Department	Administration										
Classification	As per the Support Services Enterprise Agreement										
Reports to	Administration Manager										
Supervisory responsibilities	N/A										
Key relationships	• Patients and their families • Clinical staff – Nurses, Doctors and Specialists, Allied Health Professionals • Nurse Unit Managers and Ward Clerks • Health Information Services • Accounts and Finance Teams										
Overall Job Purpose	The Administration Assistant is responsible for supporting the efficient and effective operation of The Bays Healthcare Group's administrative function. This includes managing the telephone switchboard, coordinating patient admissions and discharges, and performing related clerical duties. The role also involves providing reception and secretarial support to medical staff, responding promptly and professionally to enquiries, and assisting with administrative and medical records tasks as require ensuring smooth day-to-day operations and high quality patient care.										
Values & Code of Conduct	All staff are required to adhere to the Code of Conduct and proactively demonstrate behaviour that engenders and promotes the Values of The Bays Healthcare Group Inc. At The Bays Healthcare, we seek to pursue the following values: <table border="0"> <tr> <td>Integrity</td><td>Being honest in our dealings with others.</td></tr> <tr> <td>Compassion</td><td>Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.</td></tr> <tr> <td>Accountability</td><td>Being responsible for and mindful of the consequences of our actions.</td></tr> <tr> <td>Respect</td><td>Acknowledging the rights and opinions of others as we work together as a team.</td></tr> <tr> <td>Excellence</td><td>Continually improving quality and efficiency.</td></tr> </table> If we all embrace an "I CARE" philosophy, we will be successful as individuals, as an organisation and as a community.	Integrity	Being honest in our dealings with others.	Compassion	Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.	Accountability	Being responsible for and mindful of the consequences of our actions.	Respect	Acknowledging the rights and opinions of others as we work together as a team.	Excellence	Continually improving quality and efficiency.
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WH&S	• Present fit for work and able to undertake duties in line with the physical inherent requirements of the role • Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely • Adhere with the current Work Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Identify, assess, prioritise and control risks to health & safety of employees, patients, contractors and visitors • Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures										
Quality and Risk Management	Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities. These policy and procedures include: <table border="0"> <tr> <td> • Organisational • Clinical • Infection Control • WH&S • Emergency Response </td> <td> • Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, HDU • Environmental Services • Administration • Catering </td> </tr> </table> • Participate in the organisation's accreditation processes • Be compliant with and have an advanced understanding of relevant standards i.e. the National Standards for hospital,	• Organisational • Clinical • Infection Control • WH&S • Emergency Response	• Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, HDU • Environmental Services • Administration • Catering								
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	• Participate in the organisation's Quality Management and Control program • Participate in the collection of Clinical and Process indicators • Understand the Severity Assessment matrix and reporting system • Implement and undertake case reviews, peer review and improvement proposals as required • Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy • Adhere with the current Occupational Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Uphold and adhere to the Organisations commitment to Child Safety standards and reporting obligations • Adheres to and is aware of the information in relation to the Child Protection (Prohibited Employment) Act 1998 and understand responsibilities and obligations under this Act. Has declared that they are not a person prohibited by The Act from seeking, undertaking, or remaining in child related employment • Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules
Professional Development and Performance Appraisal	• Demonstrate responsibility for own professional development by continually updating professional knowledge and skills. • Collaborate and build the team by exchange of knowledge and skills • Participate in own and lead team performance appraisals in line with organisation expectations • Complete mandatory and compliance education as required annually and bi-annually as set out in the Mandatory Education policy
KPIs/ Measures	• KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.
Major Responsibilities	• Operate the main switchboard promptly, professional and courteously, • Respond to enquiries accurately or direct callers to the appropriate department in a timely manner. • Perform accurate health fund eligibility checks to ensure the policy covers the planner procedure without exclusions or restrictions. • Prepare medical record covers, inserting correct clinical pathways for both new and existing patient files. • Enter all data related to pre-bookings, admissions, and discharges into the Patient Management System (e-pas). • Manage unplanned medical admissions, including eligibility checks, printing of labels, claim forms and wristbands. • Prepare and review out-of-pocket expenses to ensure patients are informed and accounts can be settled upon discharge. • Greet all patients and visitors in a welcoming, professional and respectful manner. • Maintain cleanliness, organisation and safety across all workstations within the Administration department. • Collect, compile and ensure the accuracy of data for key performance indicators (KPIs) and audits. • Contact all patients scheduled for admission the day prior to confirm admission time and advise of expected out-of-pocket expenses. • Promote and demonstrate a high level of customer service at all times. • Maintain and update records in the Patient Management System (E-pas) as required. • Respond professionally to all patient and public enquiries via face-to-face interaction, telephone, and email.
Immunisations	To receive mandatory vaccinations or meet the criteria for exemption.
Security Checks	Relevant security checks, including: background checks, Registration checks, Working with Children Checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific roles as requested by The Bays Healthcare Group Inc.
Qualifications / Experience - Mandatory	• N/A
Qualifications / Experience-	• Previous administrative skills including reception, switchboard and general computer skills desirable together with knowledge of Health Funds.



Desirable	
Personal Competencies Required	• Excellent communication skills • Flexible • Adaptable • Customer service focused
Job Competencies Required	• Excellent time management skills • Computer literate • Understanding of health funds
Inherent Requirements	• Able to use equipment and tools safely and without physical or other restriction • Undertake assessment of ability to physically and mentally meet the requirements of the role • Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements



Note: *Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

Approved: _____
Signed, Manager Title

/ /
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: _____
Signed, Employee

/ /
Date

Print Name, Employee