

Position Title:	Administration Support Officer - Casual
Job Type:	Part-Time or Casual
Region:	Bundaberg, Queensland
Facility:	Mater Private Hospital Bundaberg
Closing Date:	Open until filled
Salary:	Level 2 Clerical Employee MH&ACCQL – Administration and Support Services – Enterprise Agreement 2015-2016 Currently attracting a rate range of \$26.60 - \$29.14 per hour (+ 25% casual loading) commensurate with experience.
Reporting to:	Administration Officer

ENQUIRIES CONTACT

Enquiries Contact: Laura Nielsen, Administration Officer
Email: laura.nielsen@mater.org.au

About the role

The Administration Assistant is responsible for ensuring a high level of support to all areas of the Mater Private Hospital Bundaberg. They will contribute to providing an efficient and effective health information service to the Hospital through accurate patient identification, filing, storage, retrieval, and movement of records.


This is a **Permanent Part-Time** or **Casual** opportunity approximately 38 hours per fortnight (hours may vary dependent on workload) and salary is dependent on commensurate qualifications and experience.

A full **Position Description** is included in this document.

APPLY: To apply please return to where the vacancy is listed and click “apply now” which will direct you to SEEK.

Other Information

- You will have the opportunity to work across various areas of the hospital as required;
- Previous experience in an Administration position is highly essential;
- Previous experience in a health care environment is desirable;
- Previous experience in a similar role is desirable;

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- Candidates must be proficient with the use of computers and technology, particularly high level keyboard skills;
 - Excellent interpersonal and communication skills – both informal and formal are essential;
 - The ability to work autonomously or within a team environment to meet goals and objectives;
 - Attention for detail;
 - Previous experience in a health care environment is desirable; and
 - Post-secondary qualifications in an appropriate discipline (e.g., Certificate III in Business – Medical Administration) or equivalent is desirable.

Position Description

Position Title: Administration Support Officer	Agreement: Administration and Support Services
Location: Mater Private Hospital Bundaberg	Classification: Level 2
Ministry/Business Stream: Health	Reports Authority: Administration Manager

Behavioural Standards:

The Administration Support Officer shall adhere to the Mater behavioural standards that include the Mater Mission, Values and Code of Conduct as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and action, and holding self and others to account for these standards.

2.0 Position Statement:

The Administration Support Officer shall undertake a range or combination of administrative activities and operations requiring the application of skills and experience with general knowledge of the work to be performed as a member of the central Administration team of the Hospital.

This Administration Support Officer will undertake specific functions and tasks that focus on maintaining a standard of exceptional customer service and positively enhancing the patient experience.

3.0 Key Effectiveness Areas:

- 3.01 Mission & Values
- 3.02 Administration Support
- 3.03 Other Responsibilities

4.0 Key Position Responsibilities:

4.1 Mission and Values

- Promote and adhere to the Mission and Values of Mater Misericordiae Limited;
- Participate in Mater celebration and traditions; and
- Attend Mission in-service when required.

4.2 Administration Support

- Undertake all assigned duties, tasks and activities within scope of personal expertise and in accordance with relevant policies, procedures and verbal or written work instructions of the Hospital and/or Mater;
- Maintain contemporary knowledge of best practice initiatives and processes associated with assigned duties and tasks;
- Manage time effectively to meet task associated deadlines whilst ensuring that those associated with the patient care experience take priority;
- Identify efficiency and improvement opportunities and/or participate in any resulting change or implementation processes;
- Undertake any necessary training or development opportunities that fosters workforce flexibility through skill enhancement;
- Foster and maintain positive and professional relationships and partnerships with colleagues, internal and external stakeholders, patient and other customers;

- Present and maintain a professional image that is consistent with the expectations of the Mater brand;
- Communicate, both verbally and written, in a manner that is consistent with the professional image associated with the Mater brand;
- Provide support and training to other members of the Administration Support team as required;
- Ensure work areas are in a serviceable and orderly condition at all times with high regard to the storage of patient information and the need to shield such information from the public and/or other parties not involved in a patient's episode of care; and
- Undertake duties, tasks and activities in other Administration Support Officer positions that are located outside of Central Administration Support as required.

4.3 Other Responsibilities

- Accept, adhere and promote workplace safety in accordance with the relevant legislation, standards, policies, procedures and model guidelines that promotes 'zero harm' for staff and 'zero preventable harm' for patients;
- Participate in creating an environment that strives for customer satisfaction;
- Participate in meetings and forums as required;
- Foster a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- Participate in and recommend quality activities aiming to improve work practices to exceed customer expectations;
- Fulfil required corporate, mandatory and professional development and competency requirements within stipulated timelines;
- Accept individual responsibility and accountability for own performance and professional development;
- Accept and adhere to all policies and procedures of Mater and your employment location; and
- Undertake other duties/responsibilities as directed by your direct Reporting Authority or other designated authority(s).

5.0 Qualifications and Experience:

Essential qualifications

5.1 N/A

Desired qualifications

5.2 Minimum Certificate III qualifications in a related discipline;

Experience

5.3 Experience in a medical receptionist or customer service focussed position (highly desired);

Skills & Knowledge

5.4 A high degree of agility to respond to a variety of arising matters and job assignments;

5.5 Exceptional customer service skills;

5.6 Proficient in written and interpersonal communication; and

5.5 Digital and computer literacy