

Position Titles:	Administration Support Officer
Job Type:	Permanent Part-Time
Region:	Mackay, Queensland
Facility:	Mater Private Hospital Mackay
Closing Date:	Open until filled
Salary:	Level 2 Administration & Support Base hourly rate range of \$26.61 to \$29.15 <i>MH&ACCQL – Administration and Support – Enterprise Agreement 2015 - 2016</i> Stated hourly rate is exclusive of superannuation and penalties. Applicable rate is commensurate with experience.

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About the role

The Administration Support Officer will provide administrative and customer service functions in perioperative care areas of the Hospital; i.e. Day Surgery and Theatres; patient care areas, including wards and the Emergency Care Centre when required; Medical Records; and Medical Suites.

What you'll be doing

Administration Support Officer Responsibilities include, but are not limited to:

- Provide a high level of administration support and assistance to clinical care teams and other stakeholders as required;
- Foster and maintain positive working relationships with internal and external consumers with a focus on exceptional customer service delivery;
- Ensure patient records, results and other related documents are current, appropriately labelled and correctly filed
- Supporting the admission, transfer and discharge of patients.
- Liaising with medical and surgical Practices to accept and coordinate patient bookings where required.

- Maintaining systems, electronic and hardcopies, to ensure currency of patient activity and information such as, but not limited to, bookings, pre-admissions, surgical procedure, diagnostic related grouping and patient location and hospitalisation status.
- Maintaining a tidy work environment with regard to appropriate storage of confidential patient information.
- Maintain the integrity, confidentiality and security of medical records by adhering to relevant procedures for the management of medical records
- Compile health information in response to requests from patients, insurance companies, law firms and government agencies, following established release of information procedures.
- Coordinate and undertake the archiving, culling and destruction of medical records utilising the electronic file tracking system.
- Comply with procedural requirements and systems to ensure Medical Records are readily located and accessible to authorised personnel, Medical Officers and other parties who may be legally entitled.

About you

Your experience in an administration role working in a medical or healthcare environment will set you apart from other candidates. Particularly if you have the following attributes:

You will have;

- The ability to be available to provide planned and unplanned leave relief;
- A high attention to detail even while working in a fast-paced environment;
- Demonstrated ability to adapt to working across multiple areas and undertake varied duties;
- A commitment excellence in customer service;
- The ability to manage your time effectively to meet deadlines and recognise priority tasks;
- Digital and computer proficiency, extending to Microsoft 365 applications;
- A commitment to adhering to the Mater immunisation requirements, which includes being fully vaccinated against COVID-19 and providing appropriate evidence as prescribed by [Services Australia](#) prior to commencement;
- Australian Citizenship, permanent residency or a current work Visa with no restrictions.
- Capacity to participate in a roster that spans over 7 days of the week within a 6am to 10pm timeframe. (maximum shift lengths of 8 hours)

Interested?

To apply: go to [Administration Support Officer Job in Mackay & Coalfields - SEEK](#)

*****All applications must be submitted via SEEK and not directly to an internal source*****



Be sure to submit your application as soon as possible **as there is no nominated closing date**. Mater Mackay is keen to fill these positions as soon as possible, therefore selection processes will be undertaken while the campaign is open with the view that it will be closed as soon as a suitable candidates have been sourced.

*****Mater will not accept CVs or introductions from Agencies except on invitation. Any unsolicited introductions will not be considered as valid for the duration of this campaign*****