

<b>Position Title:</b>	Administration Manager
<b>Job Type:</b>	Full-time
<b>Region:</b>	Rockhampton, Queensland
<b>Facility:</b>	Mater Private Hospital Rockhampton
<b>Closing Date:</b>	11 April 2021
<b>Salary:</b>	Level 5 Administration <i>MH&amp;ACCQL – Administration and Support Services – Enterprise Agreement 2015 - 2016</i> Currently attracting a minimum hourly rate range of \$40.87 - \$41.51
<b>Reporting to:</b>	Finance and Operations Manager

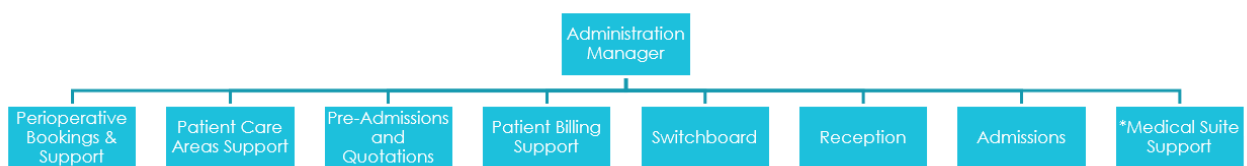
## ENQUIRIES CONTACT

Enquiry Contact: Recruitment  
Email: [Employment-CQ@mater.org.au](mailto:Employment-CQ@mater.org.au)

## About the role

The Administration Officer will manage and coordinate the Administration functions of the Hospital ensuring that they efficiently and effectively support the service and strategic objectives of the clinical teams and the Hospital with focus on the patient care experience.

Areas of responsibility are as below:



\*The management of Medical Suite Administration staff is support by the Hospital Leadership Support team.

## What you'll be doing

While this information is outlined in the available Position Description, some of the key duties will include:

- Managing a multi-disciplinary Administration team to support the Hospital in meeting operational and strategic objectives;
- Create and maintain a culture of internal and external customer service excellence;
- Partner with clinical and non-clinical Managers and other key stakeholders of the Hospital to ensure service needs are being met by an agile and multi-skilled workforce;
- Implement processes and strategies that ensure indication of revenue is as accurate as possible and cash flow is not compromised; and

- With the support of the Hospital Leadership team, foster and maintain positive relationships with Medical Officers and Specialist practice staff.

## About you

Though qualifications are highly desired, it will be your demonstrated experience in managing a multi-disciplinary Administration team in a healthcare environment that will set you apart. You will be positive, pragmatic and creative in how you identify and implement efficiencies. Other professional features include:

- Strong skills in appropriately addressing team performance and conduct matters;
- Ability to build and maintain cohesive and collaborative teams;
- Have strong verbal and written communication skills;
- Knowledge of private health insurance funding;
- Being able to manage your time effectively to meet deadlines and recognise priority tasks; and
- Digital and computer proficiency.

## Other information

- You will be required to address the following key selection criteria in your cover letter, of no more than 3 pages in length, to be considered for the position:
  - Explain why the Administration Manager is a critical role for the Hospital;
  - Outline why your prior experience makes you the most suitable candidate for the role;
  - Provide an outline of what you believe excellence in customer service looks like from an Administration team perspective; and
  - Describe an occasion where there was misalignment amongst a team you managed and how you resolved it.
- Candidates must be an Australian Citizen, Australian Permanent Resident or have a Visa that does not require sponsorship to apply;
- Staff benefits include:
  - Salary packaging with entitlement up to \$9,095 tax free per annum;
  - Health insurance premium discounts;
  - Discounted access to an extensive choice of fitness facilities; and
  - Employee Assistance Program.
- This role generally works Monday to Friday with an expectation that hours and days of work may vary depending on operational need;
- Mater recognises the importance of work-life balance and can accommodate flexible work arrangements where possible.

## Position Description

<b>Position Title:</b> Administration Manager			<b>Agreement:</b> Administration & Support	
<b>Location:</b> Mater Private Hospital Rockhampton			<b>Classification:</b> Level 5	
<b>Ministry/Business Stream:</b> Health			<b>Reports Authority:</b> Finance & Operations Manager	
<b>Original Date:</b> 11/86	<b>Version No:</b> 6	<b>Revision Date:</b> 03/21	<b>Position No.:</b> 102377	Page 1 of 5 Page/s

### 1.0 Behavioural Standards:

The Administration Manager 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 Officer will manage and coordinate the Administration functions of the Hospital ensuring that they efficiently and effectively support the service and strategic objectives of the clinical teams and the Hospital with a focus on the patient care experience.

### 3.0 Key Effectiveness Areas:

- 3.01 Mission & Values
- 3.02 Administration Management
- 3.03 Human Resources Accountability
- 3.04 Financial Accountability
- 3.05 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 Management

- Develop, implement and maintain systems and processes that meet the operational and strategic objectives of the Hospital with an emphasis on positive consumer experiences and revenue optimisation;
- Maintain contemporary knowledge of systems that facilitate and support administration functions and ensure they are being optimally utilised;
- Foster an agile and multidisciplinary workforce that allows for continuous and efficient Administration services with no disruption to business;
- Meet the Administration service objectives by undertaking the various duties of the team where necessary;
- Identify opportunities for procedural improvement and implement appropriate strategies in consultation with appropriate authorities and personnel;
- Foster a team environment that emphasises excellence in internal and external customer service;
- Maintain Administration policies, procedures and protocols that reflect current and expected practice;

- Participate, or ensure participation, in the various Committees and working groups of the Hospital as the Administration managerial representative; and
- Ensure compliance with any operational and quality plans, or similar, of the Hospital relevant to Administration services.

#### **4.3 Human Resources Accountability**

- Ensure all members of the Administration team conduct themselves in accordance with the Code of Conduct;
- Accept ownership of all human resource requirements and matters for personnel with direct or indirect reporting authority to this position;
- Ensure that the recruitment, selection, induction and separation of Administration personnel is conducted in accordance with organisational policies and procedures;
- Review Administration position descriptions in consultation with the Finance and Operations Manager and Human Resources as appropriate;
- Ensure all Administration personnel have appropriate training and development opportunities available to them to assist in achieving strategic and business objectives;
- Ensure staff performance reviews are undertaken in accordance with organisational policy;
- Develop a cooperative work environment and maintain open communication through effective interpersonal skills and appropriate forums;
- In consultation with the Finance and Operations Manager maintain an effective and current succession plan to anticipate absences as a result of leave or separation; and
- Authorise staff time and attendance records and applications in accordance with Mater delegations.

#### **4.4 Financial Accountability**

- Contribute to facility and/or organisational strategic and operational planning initiatives as required;
- Develop Administration Services budget, in consultation with facility Finance and Operations Manager, and adhere to approved parameters; and
- Monitor the delivery expectations and costs associated with general Administration operational and project costs.

#### **4.5 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 Vocational or tertiary qualifications in business or management;

### Experience

5.3 Demonstrated ability to manage and provide appropriate team and departmental leadership;

5.4 Previous experience in a comparable role;

5.5 Previous experience in a health care environment (desired);

### Skills & Knowledge

5.6 Excellent interpersonal and written communication skills; and

5.7 Knowledge of private health insurance funding within a private health care environment.