

Position Title:	Senior Administration Officer
Job Type:	Full-time
Region:	Rockhampton, Queensland
Facility:	Mater Private Hospital Rockhampton
Closing Date:	11 April 2021
Salary:	Level 3 Administration <i>MH&ACCQL – Administration and Support Services – Enterprise Agreement 2015 - 2016</i> Currently attracting a minimum hourly rate range of \$31.78 - \$33.05 (inclusive of shift and overtime penalties but excludes superannuation)
Reporting to:	Executive Officer

ENQUIRIES CONTACT

Enquiry Contact: Georgia Webb, Administration Manager
Email: Georgia.Webb@mater.org.au

About the role

The Senior Administration Officer is responsible for the coordination of all administrative functions associated with the operations of the Emergency Care Centre. Furthermore, the Senior Administration Officer will be responsible for ensuring all Administration staff of the Emergency Care Centre are proficient in all required administration functions and committed to exceptional customer service. The Senior Administration Officer will contribute to the administration team of the Emergency Care Centre by undertaking all administrative functions and participating in a schedule that provides coverage over a 7 day working week during business and after hours.

What you'll be doing

Though the provided **Position Description** is available for your review, some of the key duties to highlight include:

- Accepting responsibility for the administration functions associated with the Emergency Care Centre ("ECC");
- Rostering for the ECC Administration team and providing training and guidance on procedures and systems;
- Ensure members of the clinical team are conversant in necessary administration processes;
- Support the Administration Manager in addressing any efficiency or work performance matters within the ECC Administration team;
- Foster a culture that emphasises excellence in customer service and teamwork; and
- Undertake the administrative functions of the ECC to meet service delivery objectives.

About you

This is a hands-on role meaning not only will you be leading the ECC Administration team but working alongside them. Though some level of Health Administration qualification is desired it is your prior experience that will set you apart. Your professional features will include:

- Minimum of 5 years' experience working in a senior administration position within an Emergency Care Centre/Department;
- Experience in the coordination and training of an Administration team;
- Experience work within a multi-disciplinary team environment in a private hospital environment;
- Ability to identify, develop and maintain work practices and/or opportunities that meet service expectations; and
- Outstanding customer service principles.

Other information

- 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 days and hours of work may vary depending on operational need as our ECC operates from 7am to 11pm over 7 days a week; and
- Mater recognises the importance of work-life balance and can accommodate flexible work arrangements where possible.

Position Description

Position Title: Senior Administration Officer			Agreement: Administration & Support	
Location: Emergency Care Centre of Mater Private Hospital Rockhampton			Classification: Level 3	
Ministry/Business Stream: Health			Reports Authority: Administration Manager	
Original Date: 08/18	Version No: 2	Revision Date: 03/21	Position No.: 102761	Page 1 of 3 Page/s

1.0 Behavioural Standards:

The Senior Administration 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 Senior Administration Officer is responsible for the coordination of all administrative functions associated with the operations of the Emergency Care Centre. Furthermore, the Senior Administration Officer will be responsible for ensuring all Administration staff of the Emergency Care Centre are proficient in all required administration functions and committed to exceptional customer service. The Senior Administration Officer will contribute to the administration team of the Emergency Care Centre by undertaking all administrative functions and participating in a schedule that provides coverage over a 7 day working week during business and after hours.

3.0 Key Effectiveness Areas:

- 3.01 Mission & Values
- 3.02 Administration Coordination
- 3.03 Administrative Functions
- 3.04 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 Coordination

- Assist the Administration Manager in the development of fortnightly schedules that ensures appropriate and adequate administration coverage of the Department;
- Accept responsibility for all administration functions associated with the Department including proficient utilisation of the computerised patient management system;
- Contribute to the development and review of policies and procedures of the Department as appropriate;
- Ensure all members of the Department's Administration team are appropriately trained and skilled to undertake all necessary clerical tasks;
- Ensure all other members of the Emergency Care Centre team, including clinical staff, are competently trained with any administration functions they need to be conversant with;

- Support the Administration Manager in identifying and addressing any deficiencies in performance and/or conduct arising within the Administration team of the Emergency Care Centre;
- Assist the Nurse Unit Manager in the replenishment and storing of stock; and
- Foster a culture that emphasises excellence in customer service and teamwork.

4.3 Administrative Functions

- Greet all incoming patients and accompanying carers and obtain relevant patient information pertaining to their admission whilst having regard for privacy and confidentiality expectations that preserve the dignity of the patient;
- Prepare necessary documentation and source prior Hospital visit health records if applicable;
- Ensure the patient medical record contains all documentation relevant to the episode of care in accordance with hospital policy and the procedures of the Medical Records Department;
- Ensure that accuracy of electronically recorded data pertaining to the episode of care;
- Accept payment, where applicable, for services and process accurately to ensure reconciliation of funds;
- Secure patient valuables as necessary;
- Support the medical and clinical team by providing discharged patients with sufficient resources relating to their aftercare; e.g. contact numbers to Specialists;
- Assist in patient discharge/transfer processes by ensuring all appropriate referrals and documentation is available to the patient, and/or their carer, Hospital ward or alternate facility; and
- Organise temporary accommodation at McAuley Units for patient and/or carers as required and available.

4.4 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 Certificate III or IV qualifications in Health Administration or similar;

Experience

5.3 Minimum of 5 years' experience working in a senior administration position within an Emergency Care Centre/Department;

5.4 Experience in the coordination and training of an Administration team;

5.5 Experience work within a multi-disciplinary team environment;

5.6 Experience working in a private hospital environment;

Skills & Knowledge

5.7 Ability to identify, develop and maintain work practices and/or opportunities that meet service expectations; and

5.8 Outstanding customer service principles.