

Position Title:	Administration Assistant – Theatre Bookings
Job Type:	Full-time
Region:	Bundaberg, Queensland
Facility:	Mater Private Hospital Bundaberg
Closing Date:	When Filled
Salary:	Level 2 Clerical Employee \$27.13 - \$29.73 per hour + Superannuation + \$15,900 p.a in salary sacrifice
Award:	MH&ACCQL – Administration and Support Services – Enterprise Agreement 2015-2016

The appropriate salary will be dependent on the period of relevant prior experience and are exclusive of allowances, penalties and superannuation.

Reporting to: Administration Officer

ENQUIRIES CONTACT

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

About the role

The Administration Assistant – Theatre Booking Clerk (the “Administration Assistant”) shall provide efficient, effective and confidential administrative support to assigned local Surgeons of the Hospital.

The Administration Assistant organises Patient theatre bookings whilst liaising with doctors consulting rooms.

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

What you'll be doing:

- Coordinating theatre sessions for local surgeons
- Organising Patient theatre bookings whilst liaising with doctors in consulting rooms
- Confirming procedure item codes for the billing process
- Liaising internally with Clinical Management regarding bookings, cancellations, and theatre timings
- Maintaining a high level of discretion and confidentiality
- Providing administrative support to Clinical/Theatre

About you:

To be successful in the role you will need:

- Experience in providing medical administration support in a dynamic team
- Highly developed time management and organisation skills
- Attention to detail and accuracy in data entry
- Ability to prioritise and organise work efficiently and effectively within a busy, fast-paced, demanding environment
- High level of computer skills or the ability to quickly learn new systems.
- Exceptional telephone and people skills
- Ability to work with limited supervision

Desirable:

- Post-secondary qualifications in an appropriate discipline (e.g., Certificate III in Business – Medical Administration) or equivalent

Interested?

To apply: Follow the Apply Now link to SEEK.

A conversation to respond to any queries regarding the role responsibilities, clinical and/or development opportunities and working arrangements can be arranged by emailing your request to Employment-CQ@mater.org.au

*****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***

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