

## Administration Officer (Specialist Outpatients)

**Our Destination 2030:** Great Care for Central Queenslanders strategy will shape the future of healthcare across our region, and support our aim for Central Queenslanders to be amongst the healthiest in the world. Great staff working in great teams with a culture of supporting and investing in our people's future. Find out more visit online

[www.health.qld.gov.au/cq/destination-2030](http://www.health.qld.gov.au/cq/destination-2030)

*Great People, Great Place to Work*



### Role Details

<b>Role Title</b>	Administration Officer	<b>Classification</b>	AO3
<b>Status</b>	Permanent Full or Part Time (Hours negotiable) (Multiple positions available)	<b>Salary</b>	\$37.68 - \$41.90 p.h.
<b>Unit/Facility</b>	Specialist Outpatients Department	<b>Total Package</b>	Up to \$94,810 p.a.
<b>Location</b>	Rockhampton	<b>Contact</b>	Amy Bidgood (07) 4920 6237
<b>Job Ad Reference</b>	RK4G575969	<b>Closing Date</b>	Wednesday, 17 July 2024

\*Please note: there may be a requirement to work at other facilities located across Central Queensland Hospital and Health Service (CQHHS).

### Rockhampton Hospital

Rockhampton Hospital is a 305-bed facility and is the main referral hospital for Central Queensland, now providing integrated cancer care services in Central Queensland in the newly established building boasting state of the art medical equipment.

The other primary hospitals within the Health Service are Gladstone, Emerald, Yeppoon, and Biloela together with many smaller rural units transfer patients through to Rockhampton for specialist care and investigation. Rockhampton Hospital provides training for Medical Students participating in University of Queensland – Central Queensland Rural Clinical School and has links with the Central Queensland University for Nursing and Health Studies. There is a strong emphasis on strengthening the “grow your own” medical workforce with an active Medical Education Unit and registrar training as a major focus within the Health Service.

Specialist Medical Services offered at the Rockhampton Hospital include Emergency Medicine, General Medicine, Cardiology, Renal Medicine, Palliative Care, Psychiatry, Rehabilitation, Geriatric Medicine, Paediatrics, General Surgery, Orthopaedics, Urology, ENT, Obstetrics and Gynaecology, Intensive Care and Anaesthetics. There are also a range of clinical services provided on a visiting basis from tertiary hospitals in Queensland.

CQ Health  
Living our values

<b>Care</b>	We are attentive to individual needs and circumstance	<b>Integrity</b>	We are consistently true, act diligently and lead by example
<b>Respect</b>	We will behave with courtesy, dignity and fairness in all we do	<b>Commitment</b>	We will always do the best we can all of the time

Rockhampton Hospital has recently gained accreditation for training in emergency medicine as well as being accredited for training in general surgery, anaesthetics, intensive care, general medicine, paediatrics, obstetrics and gynaecology and psychiatry.

## The Opportunity

Provide efficient booking service for all patients and provide efficient utilisation of booking time available for Consultants and Clinicians. Position provides a high level of customer service, demonstrating understanding, empathy, patience, and a positive attitude.

## Total Package

- 12.75% employer superannuation contribution
- Annual leave loading 17.5%
- Salary packaging
- Work/life balance, variety and flexibility
- Employee Assistance Program

## The Role

- To ensure prospective patients have been placed on a respective waiting list and are booked within the time frame indicated on the referral form.
- Proficiently complete functions associated with the wait listing of patients, bookings for procedures/appointments, managing procedure/appointment cancellations, rescheduling and removals from the waiting list using the relevant information systems in a timely manner.
- Exercise judgment and discretion in undertaking various tasks whilst being responsible for the quality of work undertaken.
- Manage workload appropriately; prioritising tasks, ensuring work is completed within designated timeframes.
- Maintain the waiting list by ensuring accurate and complete additions, amendments, ongoing verification and appropriate delegations.
- Make use of available information systems recognising decision making in clinical and management settings depends on accurate, timely, relevant, complete, concise and readily accessible information.
- Ensure efficient utilisation of all available bookings ensuring appropriate prioritisation of patients.
- Provide assistance to other staff within a team structure to ensure priority tasks are completed and deadlines met.
- Demonstrate high work ethics, the ability to work autonomously and a high level of pride in their work.
- Provide ethical decision making in the achievement of departmental/organisational goals.
- Build relationships with customers, using strong communication skills and negotiation skills to understand customers' needs and to deliver a service that meets their needs and policy guidelines.
- Respond to inquiries from internal and external clients, researching systems capabilities and determining if customers' requests can be met as well as ensuring confidentiality is maintained as per the Code of Conduct.
- Ensure all "Clinical" questions are referred to the appropriate clinical area/clinician or supervisor.
- Adhere to relevant Queensland Health policies, standards and relevant legislative requirements, providing feedback on recommendations for improvements to Line Manager.
- Comply with District-wide policies and procedures available and the policies and work practice guidelines specific to the position.
- Continually seek ways to improve the service via development of professional skills and personal growth.

## Mandatory Qualifications / Professional Registration / Other Requirements

- **Mandatory qualification/s:** Nil.
- **Proof of identity documents:** Candidates must provide certified copies of requested proof of identity documents for the purposes of General Criminal History and National Police Certificate checks.
- **Disclosure of Serious Disciplinary History:** Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious disciplinary action taken against them.
- **Shift work:** Appointees will be required to work all shifts in accordance with the unit roster.
- **Licence to operate vehicle:** This position requires the incumbent to operate a class C motor vehicle and an appropriate licence endorsement to operate this vehicle is required. Proof of this endorsement must be provided prior to the commencement of duty.
- **Vaccine Preventable Diseases:** It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment [Health Employment Directive No. 01/16](#):
  - Measles, Mumps, Rubella (MMR)
  - Varicella (chicken pox)
  - Pertussis (whooping cough)
  - Hepatitis B
  - All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.Further vaccinations may be required due to risks for a role; examples include:
  - Hepatitis A – Workers in regular contact with untreated sewerage
  - Q Fever – Research or Laboratory staff regularly handling specimens
  - Influenza

## How you will be Assessed

You will be assessed on your ability to demonstrate the best fit for the role. Within the context of the responsibilities described under 'The Role', the ideal applicant will be someone who can demonstrate the following:

- Demonstrated ability to actively participate in a working environment support contemporary human resource practices including workplace health and safety, employment equity and antidiscrimination.
- Demonstrated ability to coordinate bookings (clinical appointments, waiting list management, scheduling and meeting outcome targets) and to ensure the delivery of a high-quality service in a changing environment.
- Demonstrated ability to work effectively as an individual with limited supervision and to meet deadlines and established work priorities, and work as a member of a multi-disciplinary team in a fast paced, changing environment.
- High level communication and interpersonal skills and the ability to consult and negotiate with clients and staff at all levels of the organisation.
- Demonstrated proficiency or ability to rapidly acquire skills in the use of Clinical Information Systems utilised for booking purposes or ability to rapidly acquire these skills.