

## Role description

### Administration Officer (Casual and Temporary Backfill Reliever Pool)

#### Business unit:

Service Performance & Development

#### Division:

Mental Health and Specialised Services

#### Classification:

AO3

#### Location:

Various – refer to additional information

#### Position ID:

32009302

#### Leadership layer:

Individual Contributor

### About this role

Provide casual and/or temporary administrative backfill for frontline administration staff on short or long term leave across the division. This could include providing high quality and effective administrative support and customer service to health professionals and consumers in a multidisciplinary environment. The casual reliever could perform administration functions in relation to patient administration and/or general administration duties including front office reception and support to executive staff.

#### The key responsibilities of the role are:

- **Patient Administration** tasks include: provide first point of call, reception and telephone response service for consumers and staff, providing effective and courteous front counter services; completing functions associated with appointment administration (new/rescheduling/cancellations), chart administration, secretariat and using the relevant information systems etc.
- **General administration** duties include: vehicle/room bookings, secretariat tasks, email and calendar administration, mail, accommodation tasks, procurement etc.
- Utilise information systems to record and update all consumer demographic information, medicare details and referrals details (eg, HBCIS, MediRecords, CIMHA) ensuring data integrity and client confidentiality by adhering to approved procedures, guidelines and workplace instructions.
- As required maintain patient information to ensure data and information is accurate and complete. The information systems may include:
  - Qld Health Corporate Information Systems eg. HBCIS, CIMHA, QHEPS, FAMMIS, ACCESS;
  - Microsoft Office suite of programs;
  - Outlook suite
  - Resource Management Systems (RMS) and ICMMS
  - Corrective Service systems including IOMS
- Prioritise workload effectively and perform duties responsibly in the absence of supervision.
- Maintain client confidentiality always in accordance with West Moreton HHS procedures.

- Actively contribute to maintaining a safe workplace that values the health and safety of co-workers, clients and visitors.
- Actively contribute to developing and maintaining a culture where staff are vigilant to risks to themselves, their co-workers, clients and visitors (including health and safety, business and operational risks).
- Actively participate in the Health Service 1:1 conversation process.

## About you

Your success in this role will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under 'About this role', the ideal person for this role will be someone who can demonstrate the following:

- Demonstrated success undertaking general administration duties in a busy environment.
- Demonstrated effective customer-focused service within a confidential working environment.
- Well-developed written and oral communication skills with the ability to interact and negotiate with a broad range of stakeholders and members of the public.
- Demonstrated proficiency utilising Microsoft Word and Excel and the ability to rapidly acquire demonstrated proficiency in the application of other information systems.
- Demonstrated ability to work as a team member with a high level of autonomy to manage daily workloads and to contribute towards achieving the goals of the Health Service.

## Organisational relationships

- This role reports operationally to the MHSS Administration Coordinator.
- This role has no staffing responsibilities.
- This role has no budget responsibilities.
- Further details regarding the leadership layer for this role can be found in the Joining the West Moreton Health Community guide.

## Mandatory requirements

- 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 as required by [Health Employment Directive No. 01/16](#) [measles, mumps, rubella, varicella (chicken pox), pertussis (whooping cough), hepatitis B], [hepatitis A], [tuberculosis].
- This position will be required to work across the various facilities throughout the West Moreton Hospital and Health Service. This could include: The Park – Centre for Mental Health, Gailes Community Care Unit, Goodna Community Health Plaza, Ipswich Health Plaza, and Ipswich Hospital.
- Appointment to the reliever pool offers no ongoing permanent work. The reliever pool is accessed to backfill front line and critical administration staff for short periods of time and is often required to be available at very short notice. This relief pool is also accessed to backfill short term temporary roles. Short term hours offered can vary from part time to full time.
- This position requires the incumbent to operate a motor vehicle, therefore an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be produced before commencement of duties.
- The successful completion of, or the ability to complete, the Queensland Health sponsored Occupational Violence Prevention (OVP) training appropriate to the role on appointment is mandatory.
- Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment.

- West Moreton Health has a respiratory protection program which supports the use of personal protective equipment as an essential element of defence in the hierarchy of controls. Every employee is responsible for complying with directions in relation to personal protective equipment. Some employees are required to wear a P2/N95 mask in their role and therefore must be able to achieve a fit check / fit test of a P2/N95 mask to ensure the safety of themselves, their colleagues, their consumers, and our community.

Evaluation/Approval Information			
Position ID:			
Type:		Reference Number:	
Evaluation/Approval Date:		Date last modified:	