

Role description

Job ad reference:	QLD/577026	Unit/branch:	Health Contact Centre
Role title:	Administration Officer – Connecting Care	Location:	Upper Mount Gravatt
Status:	Fixed term temporary full time and part time (64 hrs p/f) until 22/06/2025	Closing date:	22 July 2024
Classification:	AO3	Contact name:	Carlie Symes
Salary range:	\$37.68 - \$41.90 per hour + super	Phone:	(07) 2100 8527

Department of Health

The Department of Health has a diverse set of responsibilities, and a common purpose of creating better health care for Queenslanders. The department is responsible for the overall management of the public health system in Queensland. We strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace.

To enable this vision, the Queensland Public Sector is transforming from a focus on compliance to a values-led way of working. The following five values underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.



Customers First



Ideas into action



Unleash potential



Be courageous



Empower people

About the Health Contact Centre (HCC)

The HCC is part of the Queensland Government's commitment to addressing the growing demand in health services in Queensland. The HCC operates 24 hours a day, seven days a week delivering confidential telephone assessment and information services to the people of Queensland. The HCC strives to educate and empower people to make informed choices about their health and health care, promoting better health through the delivery of evidence-based clinical practice. Since its inception, the HCC has expanded to provide a wide range of services that can be accessed by the public via the phone numbers 13 HEALTH (13 43 25 84), 13 QUIT (13 7848) or online.

HCC Services include:

General health information and details of service providers.

Health alerts & contact tracing – such as communication during adverse events and disease outbreaks.

13 HEALTH Virtual Care nursing advice – 24/7 symptom assessment, home treatment advice, referral, information & crisis intervention.

- Child and Family Health and parenting advice – parenting support and advice for providers of 0-5-year old's.

Self-Management of Chronic Disease – evidence-based self-management for those with chronic disease.



Immunisation programs – follow up for those overdue for immunisation.

Rapid Response Campaigns.

Waitlist Management – waitlist audits and appointment confirmations.

yourQH Consumer Support service – provide over the phone support to yourQH app users.

Quitline counselling and support – support for Queenslanders to quit smoking and vaping.

Schedule 8 Enquiry Service – support for clinicians related to prescribing Schedule 8 drugs.

13HEALTH Webtest – additional testing options for young people at risk of STIs.

HPPTV – GP access to the Viewer opt out service.

Way to Wellness – risk assessment and referral to lifestyle programs and services.

Termination of Pregnancy - tele-triage to determine appropriate point of care.

Intentional contamination of food – for notifications of suspected contamination of food.

Ryan's Rule clinical Review – support patients and families to request clinical review of the patient.

Missing Persons search – support QPS to locate missing persons that may have accessed a health service.

Purpose of the role

- Provide Waitlist Management and other Connecting Care services including appointment confirmations, waitlist auditing, outsourcing and health alerts.
- Provide a high level of customer service, demonstrating understanding, empathy, patience and a positive attitude in a call centre environment.
- This position operates with a high degree of independence in performing the duties of the position while maintaining open channels of communication between all staff within the department.

The Administration Officer in Health Contact Centre reports to the Team Leader Connecting Care.

Your key responsibilities

To fulfil the responsibilities of this role in accordance with ICARE and the Queensland Public Service values (QPS) along with the following accountabilities:

- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services, and workplaces.
- Support efficient and effective Waitlist Management and Connecting Care services including appointment confirmations, waitlist auditing, outsourcing and health alerts for Queensland Health patients demonstrating proficiency and accuracy.
- Utilise information systems (HBCIS & ieMR) to record and update patient demographic, appointment and referral information, ensuring data integrity and patient confidentiality by adhering to approved policies, guidelines and workplace instructions.
- Liaise with patients and their representatives, referring doctors, any person to whom or from whom a service is provided or received ensuring that Health Contact Centre services function so as to provide the best service possible.
- Quickly develop rapport, using strong communication and negotiation skills to understand patient needs and to deliver a service that meets their needs within relevant policies and guidelines.
- Work autonomously and as part of the Health Contact Centre team and manage own workflow by negotiating priorities for work completion whilst considering the needs of other team members and ensuring that required deadlines are met within a call centre environment.
- Support ad hoc Health Alerts and other Connecting Care services.
- Contribute to the Health Contact Centre service through the identification of new initiatives that enhance the functioning of administrative services within the work unit.
- Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.

Key competencies/suitability (role specific criteria and personal qualities)

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described under 'your key responsibilities', the ideal applicant will be someone who can demonstrate the following key attributes:

Customer Focus/Communication:

- Remains accessible to and builds relationships with customers using strong communication skills and negotiation skills to understand customers' needs and delivers a service that meets these needs.

Team Focus:

- Proactively plans, organises and manages time effectively to produce results within set time frames and demonstrates understanding and consideration for team members.

Quality Focus:

- Understands, contributes to and accurately follows quality systems and procedures, whilst remaining flexible and open to change.

Technical Skills:

- Perform administrative duties accurately, concisely and timely to ensure integrity of patient data.
- Demonstrated ability to coordinate workload (clinical appointments, waiting list management, meeting outcome targets) and to ensure the delivery of a high-quality service in an evolving environment.
- Demonstrated proficiency or ability to rapidly acquire skills in the use of clinical information systems such as ieMR and HBCIS and other computer programs utilised for booking and billing purposes.

Work Values:

- Demonstrates work values, honesty, integrity and respect for all patients, carers and staff as well as demonstrates high work ethics, the ability to work autonomously and a high level of pride in their work.

Qualifications, registrations and other requirements

- There are no mandatory qualifications for this role.
- Ability to work some shift work is a requirement due to the extended hours of operation of the service (0730-1930 Monday to Friday, 0800-1700 Saturday/Sunday).
- Please detail any visa conditions you may have if you are not a permanent resident of Australia.
- We understand that some people may require adjustments to the workplace or the way the work is performed. All applicants are encouraged to advise the panel of any support or reasonable adjustments (i.e. building access, wheelchair access, interpreting services etc.) that may be required.

Additional Information

Please provide the following information to the panel to assess your suitability:

Your **resume**, including the names and contact details of two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current, immediate or past supervisor.

A **short statement (maximum two pages)** that gives details of your skills, experience and knowledge as required on the role description under the heading 'key competencies (role specific criteria)'.

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Organisational Chart

