

Position Description



POSITION TITLE: Care Co-ordinator

POSITION NO: TBA

DEPARTMENT: People and Community Services

LOCATION: Bogan Shire Medical Centre, 76 Pangee Street Nyngan

REPORTS TO: Practice Manager

DIRECT REPORTS: None

STATUS: Part Time

LEVEL: Grade 4

DATE PREPARED: 02/03/2017

TYPE: Contract

HOURS: 21 hours per week

DATE REVISED: 14/05/2019

AUTHORISATION

I hereby agree that this role statement accurately reflects work requirements.

Manager: _____
Name Signature Date

Employee
(if applicable): _____
Name Signature Date

POSITION CONTEXT

Bogan Shire Council is committed to providing a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

The position contributes to this goal through the provision of professional and customer-focussed service, ensuring friendly, courteous and welcoming first point of contact for patients and promoting a positive image of Council and the Bogan Shire Medical Centre as well as the efficient and effective administrative and business support to the Medical Centre's team.

MAIN JOB PURPOSE

The role of the Care Co-ordinator is to:

Provide professional day to day business support to the Medical Centre's team, ensuring the efficient and effective function of the Bogan Shire Medical Centre's services, organise appointments, maintenance of confidential records and information management promoting Medical Centre services, welcoming patients to the Medical Centre and providing courteous and timely customer service and exceptional standard of care to our patients.

Carry out general administrative and finance duties the efficient functioning of the Bogan Shire Medical Centre.

CUSTOMERS

- People who live, work in or visit Bogan Shire
- Elected Council members
- Council Management
- Council Staff
- Governance Authorities / Bodies and industry Associations

ORGANISATIONAL RESPONSIBILITIES

Be familiar with and follow the spirit and content of Council's Code of Conduct. A copy of this is provided with your appointment letter if successful.

Be familiar with and undertake all work in accordance with relevant policy and legislation, including:

- Council's Awards, Policies and Anti-Discrimination legislation
- Bogan Shire Medical Centre's Policies and Procedures
- Council's customer service standards and organisational values
- Workplace Health and Safety (WH&S) legislation
- Relevant Strategic and Operational Plans

KEY TASKS / ACCOUNTABILITIES

Reception

1. Professionally manage the office of the Bogan Shire Medical Centre, displaying a positive image, sound judgement, initiative, timeliness, sensitivity and confidentiality at all times.
2. Ensure the open and close of the Medical Centre is completed in a polite and timely manner, as per the set procedure.
3. Maintain Council's values and high customer service standards through the prompt and courteous response to counter and phone inquiries, written correspondence, emails and enquiries, ensuring the reception is always attended and phones are answered in a timely and polite manner.
4. Ensure accurate identification of patients at each contact including both telephone and in person by using the Medical Centres' 3 identifiers - name, date of birth and address.
5. Maintain and coordinate appointments for patients following set procedures.
6. Accurately process and update patient registrations and demographics, and file all relevant paperwork in an orderly and timely manner in the Medical Centre's Records Management System.
7. Accurately maintain patient demographics – this must be completed each time a patient attends the Medical Centre.
8. Maintain high customer service standards through the prompt, courteous and helpful response when communicating with referring doctors, hospital staff, pharmacists or any other medical practitioners.
9. Ensure patients are not required to wait excessive periods of time for an appointment, and that patients are informed of possible delays in a timely and polite manner.
10. Efficiently and effectively manage emergencies when necessary, following set procedures.
11. Promote a climate of trust, Council loyalty and teamwork.
12. Ensure the Practice Manager is kept informed on all relevant matters, and in particular those matters that have the potential to reflect unfavourably on the Medical Centre or Council.
13. Maintain the reception area and waiting room in a tidy and welcoming manner.
14. Ensure all appropriate brochures and information are always readily available including Patient registration and consent forms, Practice Information brochures and Appointment cards.
15. Ensure the suggestion box is checked routinely and suggestion forms are always readily available.
16. Understand and adhere to the Work Health and Safety legislation and requirements for maintaining a safe and healthy workplace, including infection control.

Records Management

17. Maintain confidential, accurate and up to date records of patient's information, results and all necessary records in the Medical Centre's Records Management System, liaising with Practice Manager correct recording and classification.
18. Maintain appropriate and up to date paper files and archiving where necessary.
19. Understand, comply with and promote the principles and legislative requirements of privacy and records management and relevant Council and Medical Centre policies and procedures.
20. Ensure strict confidentiality is maintained at all times.

General Administrative Support

21. Undertake general administrative duties including accurate message taking, faxing, emailing and completing and filing paperwork and forms associated with the completion of inquiries, complaints, requests and appointments and any other general Medical Centre operations.
22. Manage all aspects of the Medical Centre's incoming and outgoing correspondence including opening, recording and distributing incoming correspondence (including mail, faxes, email) on a daily basis.
23. Accurately and efficiently linking family members and unlinking independent children.
24. Accurately and efficiently batching Medicare and Veteran Affairs transactions.
25. Practice effective time management in all daily activities.
26. Design and maintain relevant and up to date databases, spreadsheets and registers.
27. Ensure the Medical Centre's Backup drive is changed daily.
28. Ensure accurate, appropriate and high quality written and verbal communication in all correspondence, reports, emails and forms etc. Draft letters and documents and process them as required.
29. Make travel arrangements including booking flights and accommodation and arranging Council vehicle access for Medical Centre employees when required.
30. Efficiently and accurately process requisitions and invoices using the Medical Centre's Procurement process.
31. Daily use of computer applications including Microsoft Word, Excel and Publisher, internet browsers, email software, the Medical Centre's software systems.
32. Undertake other duties as assigned by the Practice Manager, Nurses and Doctors that are compatible with the job holder's level of skills, experience and capability.
33. Relieve other positions as required, within the limits of their skill, competence and training.

NOTE: Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their grade level, in any role or area of Council.

EXPECTED BEHAVIOURS AND PERSONAL ATTRIBUTES

1. Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs.
2. Excellent interpersonal and communication skills.
3. Be always well-presented, friendly, courteous and obliging. Represent the practice in a confident and positive manner at all times.
4. Undertake all duties in a diligent manner, with honesty and integrity,
5. Maintain absolute confidentiality regarding patient and practice information.
6. Have a vigilant attitude to accuracy, being prepared to double check as necessary.
7. Work cooperatively and independently.

8. Demonstrate ability to prioritise and organise, with attention to detail.
9. Demonstrate commitment to ongoing professional development.

KEY RESULT AREAS

1. Defined tasks are performed to a high standard and within specified timeframes.
2. Confidentiality, integrity and professionalism are maintained throughout all tasks performed.
3. Compliance with statutory reporting requirements.
4. Compliance with legislative and Council reporting requirements.
5. Excellence in delivery of customer service activities on time and within budget.
6. Positive representation and effective communication on behalf of Council.
7. Effective self-management, self-development and integrity.
8. All applicable Council and Medical Centre policies and procedures are adhered to.
9. Council Values and Code of Conduct are maintained throughout all tasks performed.

COUNCIL VALUES

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:-

Having respect for other people.

We treat everyone equally and work to build and maintain mutual respect amongst ourselves, as Shire staff and councillors, as well as with our customers.

Providing responsive customer service.

We recognise that our main function is to serve our local community and we make every effort to deliver quality services in a way that meets, or exceeds, their expectations.

Taking pride in Nyngan and the greater Bogan Shire.

We take pride in doing what we do well to make a difference for the benefit of the whole Bogan Shire community to preserve and improve our "comfortable country living".

Working together as a team to get things done.

We build teams that work together in a positive and supportive way to get the job done. Teams know that they rely on each individual to do their part and we encourage healthy two-way feedback.

Being accountable for our decisions and actions.

We accept responsibility for the decisions and actions that are taken on behalf of our community. Individually, all Council staff have ownership of their tasks and duties to make sure that we get the job done to the best of our ability.

Acting with integrity and honesty.

Our dealings are open and transparent. We can be trusted to do the right thing and we strive to provide the best value for money to the community, our customers.

Demonstrating strong leadership

Together with our community we have established a vision for the future of our Shire and we are committed to planning for and leading the achievement of our community's strategic goals.

DEPARTMENTAL STRUCTURE



CONDITIONS

- Employment contract is for part time contract work.
- Hours of work are 21 hours per week Monday to Wednesday, 7 hours per day, between 8.00am and 5.30am; additional hours up to 35 hours per week, Monday to Friday, or 12 hours per day with a minimum 30 minute meal break.
- Four (4) weeks annual leave per year (pro rata).
- Other leave entitlements in accordance with the Local Government (State) Award provisions.
- Superannuation paid by Council in accordance with legislative requirements.
- Entitlements to paid sick leave, carer's leave and health and well-being leave in accordance with the Local Government (State) Award provisions.
- Reasonable access to education and training, consistent with the individual's Employee Development Plan and Council's Training Plan and Budget.
- Employee to re-pay Council the cost of training, including enrolment and course materials if the employee resigns from Council or the employee's employment is terminated for any reason prior to the completion of the training.
- 100% paid study leave to attend all compulsory residential schools, lectures, seminars, examinations and any other occasions where attendance is mandatory and training is undertaken during ordinary working hours.
- Council will provide a suitable vehicle or will pay reasonable travel expenses to the value of a standard or economy bus/rail/airfare as per Council Policy for Council approved training, seminars, workshops and conferences.
- Council will pay for all relevant training accommodation and meals expenses as per Council Policy for Council approved training, seminars, workshops and conferences.
- Provision of employee uniform as per Council's Employee Uniform and Clothing Policy.
- Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

- Potential contact with hazardous material such as blood and body fluids.
- Council will cover the cost and provide any immunisations required.

PRIVACY AND CONFIDENTIALITY

In this role you will come in contact with information that is extremely sensitive and private. The matter of client confidentiality is paramount.

The Council collects personal information from clients for purposes covered within the Privacy and Personal Information Protection Act 1998. This information cannot be used for any purpose other than that which is specifically authorised by the client at the time of collection. Nor can this information, or any impressions gained in the process of interaction with the client, be given either verbally or in any written or electronic form, to any other person other than those duly authorised by Council.

Breaches of this condition will be dealt with in accordance with the Local Government (State) Award.

KEY SELECTION CRITERIA

Essential:

1. Demonstrated sound knowledge of business administration principles, practices and systems, with proficiency in office technology and a demonstrated ability to apply effective and efficient office management skills to achieve outcomes relevant to this position in an accurate and timely manner.
2. Demonstrated well-developed organisational skills to manage competing priorities, monitor and report progress and complete set outcomes within tight deadlines, including the ability to use these skills in the practical planning of daily, weekly and monthly tasks.
3. Proven high level attention to detail and accuracy, with the demonstrated ability to research, think analytically and plan work with proven problem solving skills and the ability to apply knowledge and experience to issues to develop potential options and recommendations for their resolution.
4. Proven ability to communicate clearly, accurately and effectively both verbally and in writing with a high degree of confidentiality and discretion including the ability to prepare and interpret routine reports and business correspondence / documents.
5. Demonstrated interpersonal skills and ability to establish and maintain effective working relationships, work independently with minimal supervision, contribute positively within a team environment and promote a customer focus and service excellence culture.
6. Proven proficient computer literacy with demonstrated aptitude in data entry and management, working with Microsoft Office - particularly outlook, word excel and access, familiarity with internet and online ordering, with the capacity to adapt from other software applications to the Medical Centre's software.
7. Hold a current class C, P1 or P2 drivers licence or be eligible to obtain.
8. Tertiary qualifications at AQF Level 3 (Cert III) or above in Business Administration (Medical), Business Management, Administration or an associated business-related discipline, **OR** equivalent demonstrated administrative experience in the public or private sector over a period of at least 2 years.
9. Be an Australian Resident or equivalent or holder of a visa allowing permanent employment in Australia.

Desirable:

1. Local Government industry experience.
2. Relevant knowledge of Medical terminology
3. Hold a current First Aid Certificate and/or relevant knowledge or experience of Best Practice CPR or Triage training
4. Relevant knowledge of the State Records Act 1998, Government Information (Public Access) Act 2009, Freedom of Information Act 1982, Privacy Act 1988, Local Government Act 1993, Work Health and Safety Act 2011, and any other legislation relating to records management, industrial relations, Local Government and workers compensation.