



NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Clinical Administration Officer	Nunkuwarrin Yunti Corporate Services L3
PROGRAM:	SECTION:
Primary Care Services Unit	Health Services Branch
TENURE/STATUS:	LOCATION (if other than Wakefield Street Adelaide):
12 month contract, extension subject to funding	May be required to work at both clinic sites (Wakefield Street, Adelaide and Brady Street, Elizabeth Downs)
POSITION REPORTS TO:	WORKS CLOSELY WITH:
Middle Manager – Primary Care Services	Practice Nurses / Team Managers, Senior Medical Officer, Senior Aboriginal Health Practitioner, Health Workers and Aboriginal Health Practitioners, Medical Officers and Medical Reception staff

1. PURPOSE STATEMENT

Nunkuwarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status. The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

The Primary Care Services team consists of Health Workers / Aboriginal Health Practitioners, Registered Nurses and General Practitioners. This multi-disciplinary team, augmented by a range of visiting specialists and allied health professionals provides comprehensive and coordinated health care services for the Aboriginal community.

Under general direction of the Middle Manager, Primary Care Services (PCS), the primary role of the Clinical Administration Officer is to:

- Provide administrative support to PCS managers for the development and management of documentation and records and ensure these comply with relevant policy and guidelines
- Provide administrative support to PCS managers with a range of matters in relation to staff (e.g. recruitment, induction, eHealth registrations and information, leave applications, timesheets)
- Coordinate PCS processes for purchasing, stocking of supplies and maintenance and repair equipment
- Maintain PCS staff information on the Client Health Information Management System (Communicare) appointment and eHealth databases
- Monitor Medicare billing, prepare reports as required and support staff training on Medicare billing processes
- Contribute to quality management and continuous improvement processes for safe quality care and service accreditation.

2. KEY RESPONSIBILITIES/DUTIES

(Identify the significant services of work, which are the key outputs of the position)

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
Management of PCS documentation	<ul style="list-style-type: none"> • Maintain and manage PCS records keeping system (Alfresco) which includes all PCS documentation Assist in the production of plans and reports, including final formatting / editing in line with organisational documentation guidelines • Assist Team Managers to develop and produce information brochures, flyers, forms, presentations etc • Process medico legal documentation (eg compiling information from electronic health records), including coordination with Medical Reception staff for archived records • Assist the health care team in obtaining information, reports or correspondence related to patient care, as required • Ensure confidentiality, correspondence and sharing of client information is in accordance with the Privacy Legislation and relevant Organisational policies and procedures
Human Resource / Workforce Matters	<ul style="list-style-type: none"> • Assist PCS with recruitment and induction processes • Regularly communicate changes in staffing and availability and coordinate staff leave documentation and recording of leave schedules • Maintain a register of staff registration and credentialing and ensure relevant information is made available to the HR Officer • Collect and register relevant staff information for eHealth & MBS purposes: MBS provider numbers, PIP, ACIR, IMVS, point of care testing, pro-medicus, National Health Services Directory • Collect and check completeness of staff timesheets and provide to relevant manager
Resource and Asset Management	<ul style="list-style-type: none"> • Manage processes for procurement and stock management in line with organisational guidelines • Assist managers with purchase of new equipment (eg obtaining quotes, preparing requisition orders, receiving equipment) • Collaborate with the Resource Officer and Practice Nurse to ensure appropriate management of assets: register maintenance, preventative and corrective maintenance system • Ensure office equipment is in good working order, including working with the IT Officer to troubleshoot issues as required • Provide first point of call help desk service for non-urgent IT issues (non-Communicare) and report and follow up as required
Client Health Information Management System and eHealth	<ul style="list-style-type: none"> • Manage the Communicare appointment system for PCS staff and clients • Provide day-to-day support to Medical Reception staff related to changes to staff rostering or room availability • Maintain Communicare address book and fax numbers
Enhancing Medicare Billing	<ul style="list-style-type: none"> • Support team managers to ensure PIP-IHI forms and client registration documentation is up to date • Regularly review Medicare claiming data (reconciliation of claimed, unclaimed, rejected) and prepare report for PCS team managers to support follow up with relevant staff as necessary • Collate PCS Medicare data and information on a regular basis and report to managers as per required schedule • Contribute to relevant audits including accuracy of data entry and report to

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines.)
	relevant manager <ul style="list-style-type: none"> • Assist managers to train staff on Medicare funding and provide day-to-day advice on Medicare items, requirements and billing processes • Liaise with Medicare to ensure up-to-date information, trouble-shooting and support for staff
General Administration Activities	<ul style="list-style-type: none"> • Assist with data collection and compilation of statistics for reports as required • Undertake administrative tasks: PCS meetings and trainings (eg. room bookings, scheduling, appointments/invitations, documentation), phone enquiries, PCS internal & external mail • Provide assistance to Medical and General administrative personnel as possible
Quality management and continuous improvement processes	<ul style="list-style-type: none"> • Provide administrative support to quality assurance and quality improvement programs including AGPAL, QIC and PCS initiated CQI activity • Participate in ongoing planning, development and implementation of PCS services • Actively participate in client incidents, complaints and feedback processes • Actively participate in emergency preparedness and business continuity activity
Team & Organisational Activities	<ul style="list-style-type: none"> • Contribute to and support a positive team morale • Contribute to the development and implementation of service policies and procedures • Actively deal with conflict and inappropriate behaviour appropriately and effectively, to support the maintenance of a positive team environment • Develop and maintain effective internal and external networks in a professional manner • Participate in internal working groups, committees and organisational activities where requested and in consultation with PCS Manager • Promote and present a positive image of Nunkuwarrin Yunti to other staff, clients and the community in general
Professional Development	<ul style="list-style-type: none"> • Participate in professional development activities that will enhance Program and service outcomes, management and organisational development capabilities • Participate in regular performance development reviews

3. SELECTION CRITERIA

ESSENTIAL

Educational/Vocational Qualifications

The prerequisites for entry to this level are:

- appropriate certificate with relevant experience, or experience gained through previous employment; and/or
- study of an equivalent level of expertise and/or experience to undertake the range of activities required; or
- diploma with relevant experience; or
- entry level for degree holder

Skills, Knowledge, Experience

- Knowledge and understanding of Aboriginal and Torres Strait Islander societies and cultures from an historical and contemporary perspective, including the ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people
- Demonstrated practical skills and ability in the use of Microsoft Office Products, including experience in word processing, spreadsheet and database software
- Experience with patient information management systems (eg Communicare, Best Practice, Medical Director)
- A good understanding of Medicare items and the Medicare claiming process
- Excellent proven administrative and organisational skills, with the ability to work in a multi-disciplinary team environment, exercise initiative, prioritise work, multi-task, meet deadlines and respond to requests at short notice
- Well developed interpersonal and communication skills including the ability to liaise and network with a range of stakeholders
- Demonstrated understanding and commitment to confidentiality principles and ability to deal with matters of a sensitive and confidential nature

DESIRABLE

- Sound working knowledge of medical terminology, medical software, the Medicare system, processing of online Medicare payments and other related processes
- Demonstrated ability to function within a complex busy workplace and respond to difficult and/or stressful situations in a calm, sensitive and professional manner
- Demonstrated knowledge and skills in continuous quality improvement processes

4. APPOINTMENT CONDITIONS

Special Conditions and Status

- Full time position, 38 hours per week
- Initial 12 month contract with potential for extension subject to funding
- Some out of hours work may be required
- Some intrastate travel may be required
- Appointment is subject to a satisfactory National Police Clearance Certificate
- Current SA Driver's Licence and willing to drive in the course of work activities
- Unless filled internally, subject to 6 months satisfactory probationary period
- Salary Sacrifice, Superannuation Employer contribution
- Conditions of employment are in accordance with Nunkuwarrin Yunti of South Australia's Enterprise Agreement

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined work health and safety legislation, and Nunkuwarrin Yunti's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident, or injury, which arises in the course of your work.

7. RESPONSIBILITY STATEMENT

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

8. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name

Signature

Date

Job and Person Description Approval

Date approved: / /

PROGRAM MANAGER Name: Signature:	CHIEF EXECUTIVE OFFICER Name: Signature:
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