

POSITION DESCRIPTION

ADMINISTRATION OFFICER – NEW ABILITY HEALTH



PURPOSE OF POSITION

TO PROVIDE RECEPTION AND ADMINISTRATIVE SUPPORT TO CLINICIANS, CLIENTS, AND MANAGEMENT, WITH A FOCUS ON PROVIDING EXCELLENT CUSTOMER CARE.

REPORTS TO

- New Ability Health Business Manager
- New Ability Health Director

DIRECT REPORTS

- Nil

KEY RESPONSIBILITIES

Provide reception and administrative support to the organisation. Tasks include but are not limited to the following:

- Practice administration support to New Ability Health clinicians, clients, and management.
- Answering incoming calls, taking messages, making reminder calls, and redirecting calls.
- Booking and making appointments with clinical staff.
- Billing, invoicing, and record keeping as directed by management and clinicians.
- Collecting and distributing incoming mail.
- Meeting and greeting clients, carers, and visitors.
- Checking stationery and consumable levels and replenishing.
- Ensuring that office equipment such as faxes and copiers are kept stocked with paper.
- Keeping staff amenities stocked.
- Undertaking basic cleaning including vacuuming and emptying internal garbage bins each week.
- Scanning documents and sending faxes as required.
- Typing documents and entering data in spreadsheets and databases as required.
- Maintaining files and reviewing in accordance with New Ability Health policies and procedures.
- Undertaking basic marketing and referrer/customer correspondence including contacting local referral sources, distributing marketing information, and assisting with social media accounts.
- Any other responsibility as directed by management within the general scope of the position and skill level of the employee.

The role may be required to work across multiple sites depending on service needs and expansion.

WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care to protect the safety of others.
- Comply as far as possible, with any reasonable instruction by management and comply with New Ability Health policies and procedures relating to health and safety.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Relevant qualifications in business administration and/or demonstrated experience working in an office environment.
- Excellent communication skills, including experience communicating with a diverse range of customers, including those with mental health, physical and intellectual disabilities.
- Excellent time management and organisation skills with a keen attention to detail.
- Proficient in use of Word, Excel, Outlook, Access, and Power Point, and demonstrated ability to learn new electronic systems.
- Able to use initiative to identify areas for improvement and implement changes.
- Demonstrated experience and flexibility in learning and adapting to new systems.
- Demonstrated capacity to work autonomously, while being part of a team.

DESIRABLE CRITERIA

- Demonstrated experience working in a health service environment with clinical and administrative staff.
- Familiarity with clinical/medical software programs (ideally Halaxy) and billing procedures.
- Familiarity with NDIS system and required documentation and billing procedures.
- Familiarity with Medicare system and required documentation and billing procedures.

SPECIAL CONDITIONS / SCREENING CHECKS REQUIRED

- NDIS worker screening check
- Working with Children Check

ACCEPTANCE OF POSITION

I hereby accept the position as outlined above and agree to abide by the New Ability Health values, policies, and procedures.

I understand this Position Description is intended to provide a guide to the responsibilities and activities to be undertaken in this position, and that the position may involve other tasks and responsibilities that may arise.

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Signature

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Print Name

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Date