



Name:

Position Title: Administration Officer - Client Services

Reports to: Team Leader PDP Bookings

Direct reports: Nil

Key Relationships: Administration Officer(s), Telecare Coordinator(s), Clinical Governance, Clinical Team Leaders, Intake Officer, reporting/Typist function.

About Royal Far West

Royal Far West is a Manly based non-government organisation that provides multidisciplinary health and wellbeing services for children from rural and remote NSW with developmental, behavioural, learning and mental health difficulties.

Royal Far West Vision

Healthy country children

Royal Far West Mission

To improve the health and wellbeing of children and young people who live in rural and remote communities.

Royal Far West Values

Caring: We show genuine care, compassion and interest in our families, our partners and each other. We listen, recognize and support each other's needs and celebrate our differences.

Passionate: We go the extra country mile for our families, partners, communities and for each other. Improving the lives of country kids and giving them a voice, inspires and energizes us to bring our best selves to work every day.

Impact: We are committed to creating positive and lasting change. We are accountable and solutions focused, harnessing our knowledge and capabilities to think creatively, adapt and solve problems responsibly.

Connected: We are deeply connected to our purpose, with our feet in the sand and our hearts in the bush. We build meaningful relationships by collaborating openly and honestly. We work as a team with our families, partners, communities, and each other.

Administration Officer - Client Services

Purpose of the Position

The *Administration Officer - Client Services* is responsible for providing efficient and timely customer service to both internal and external customers and all-round clinical administration support to health professionals. This includes admissions, client services and bookings, reception, typing, reporting, processing payments, and other administrative duties as required. This role is key to supporting the clinical service delivery teams and making the client feel valued in their experience with Royal Far West. The occupant is responsible for ensuring the achievement of allocated key performance indicators.

Essential Criteria

- A high level of integrity, both professional and personal;
- Exceptional written and verbal communication skills;
- Exceptional customer service skills;
- Ability to problem-solve and manage time efficiently in a fast-paced, client-facing environment;
- Ability to work both as a member of a team and independently (self-motivated);
- Highly efficient and reliable, well organised and methodical, attention to detail;
- Intermediate skills with Microsoft Office and typing;
- Ability to navigate and work with multiple and complex computer systems and databases;
- Flexible learning style and willingness to assist in other areas as needed;
- Excellent time management skills and ability to multi-task;
- Previous experience in an Administrative role.

Desirable Criteria

- Experience working in a reception environment, including use of switchboard, schedules and supporting meetings;
- Awareness of specific medical terminology;
- Experience working in a similar role in a healthcare organisation;
- Experience with Medicare and IPTAAS claims.

KEY RESPONSIBILITIES

1. Technical Skills	<ul style="list-style-type: none">- Ensure effective first line response to customer, clinician and client enquiries.- Data entry of client information, notes and booking of appointments into relevant database systems and facilitate technical checks when required.- Perform client booking functions, including scheduling of appointments, booking accommodation, re-booking clients, processing cancellations.- Facilitate invoice or account payments when required, liaising with accounts department.- Assist clients with IPTAAS forms and processing claims.- Assist with preparation of letters, spreadsheets and other documents.- Run regular reports and manipulate data as required.- Provide assistance and relief for reception, medical records and administration areas.- Manage incoming and outgoing mail and deliveries as required.- Process client Medicare, IPTAAS and referral information and documentation as required.- Partake in regular reviews of process documentation.- Assist with training for new staff when required.- Establish workflow processes that comply and align with agreed RFW policies and procedures.- Format, process and distribute clinical reports within a timely manner (meeting all relevant Key Performance Indicator(s) and Service Level Agreement(s)).- Perform general filing, photocopying, scanning, typing and mailing duties.- Perform other duties that are within the skills, competence and training of the position holder and peripheral to the position.
2. Professional Development	<ul style="list-style-type: none">- Participate in identifying professional development and training needs and attend professional development activities as required.- Attend all mandatory training sessions provided by the organisation and is actively involved in other training and development as required.- Evaluate own performance to identify strengths and areas where professional growth can occur.
3. WHS	<ul style="list-style-type: none">- Report any incidents/hazards within 24 hours via the incident reporting tool on LUCY.- In the event of a workplace injury occurring, cooperate fully with the Return to Work Coordinator, Manager and treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehab program.- Comply with WHS statutory requirements and local WHS policy, programs and procedures.
4. Communication	<ul style="list-style-type: none">- Maintain effective communication with all staff and relevant organisations.

	<ul style="list-style-type: none"> - Adapt communication style and identify strategies to improve communication effectiveness. - Notify your manager of any significant issues/incidents in a timely and appropriate manner.
5. Risk Management	<ul style="list-style-type: none"> - Adhere to Royal Far West's policies and procedures, ensuring that services are provided in accordance with Royal Far West's policies and procedures. - Ensure that all data reporting requirements associated with the position are complied with. - Maintain professional standards in accordance with relevant professional body. - Maintain a high standard of administrative procedures and professional and ethical practice both individually and as a member of the team. - Ensure confidentiality in accordance with professional standards and RFW policy. - Understand, adhere to and respect client's rights to confidentiality, privacy and dignity.
6. Quality Improvement	<ul style="list-style-type: none"> - Contribute to the Accreditation process, including identifying, developing, implementing and evaluating quality improvement activities.

Employee Template

Royal Far West Authorisation

Authorised by: _____

General Manager Operations

Employee Declaration

I have read this Position Description, I understand the position requirements and position demands and agree that I can fulfill its function to the standards outlined.

I agree to comply with all relevant policies.

I understand that other duties may be directed from time to time and that I may be required to work in any area under the jurisdiction of the Board of Royal Far West.

I also agree to strictly observe the policy on confidentiality of information of staff and client information and other sensitive or confidential information that I may come across in the course of my employment.

I am not aware of any reason, which might interfere with my ability to perform the inherent requirements and demands of this position.

Employee Name: _____

Employee Signature: _____ Date: _____