

**POSITION DESCRIPTION: Reception and Administration Officer– (6 months Fixed term)**

#### **INTRODUCTION TO TWEDDLE SERVICES:**

Tweddle Child & Family Health Service (Tweddle) is a specialist public hospital operating as an Early Parenting Centre (EPC) located in Footscray, Kings Park and Geelong. We offer a range of early parenting programs to families who are experiencing difficulties with parenting their children up to the age of four.

Programs include residential, day stay and sessional groups delivered at its main site in Footscray or in local communities, collaboratively with local government, community organisations or health services. Staff may be required to work across programs and in various locations.

As a Child Safe Organisation all staff are expected to promote the safety, wellbeing and inclusion of all children.

#### **POSITION SUMMARY:**

Reports To: General Manager Corporate Services

The primary focus of the role is to be the first point of contact for Tweddle clients and families from referral to discharge or as a visitor to the organisation. The incumbent will ensure the welcoming and smooth running of the reception area including all clients being admitted and discharged respectfully. The role will also maintain computer based patient management records to a high level of accuracy and completeness.

The role requires a professionally presented, highly organised person with the ability to manage competing demands and changing priorities. The incumbent will have the demonstrated ability to communicate warmly and confidently to a range of people and to deliver a positive first impression of Tweddle.

The role is responsible for incoming telephone calls as well as the reception of visitors and administrative support to program areas where necessary. It requires strong communication and interpersonal skills to liaise effectively with staff and a range of internal and external stakeholders.

#### **KEY RELATIONSHIPS:**

- Systems and Support Manager
- Clinical Care Co-ordinator
- Residential Services Nurse Unit Manager
- Manager Community Programs
- Staff of Tweddle Child & Family Health Services
- Contractors, visitors and clients of Tweddle
- Other

#### **KEY SELECTION CRITERIA:**

##### **Mandatory**

- A combination of relevant experience and education/training in a professional administrative position
- Exceptional personal presentation with a professional manner for client relations
- Excellent reception/telephone skills and pleasant phone manner with an ability to remain calm and empathetic to difficult callers
- Demonstrated experience in the organisation of general office functions and processes
- Demonstrated effective written and verbal communication skills
- Demonstrated proficiency in handling matters of highly confidential manner
- Advanced computer skills, including the ability to use Microsoft Office (incl Word, Excel, PowerPoint), web based applications, and customised databases

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- Ability to work both independently but also within a collaborative team environment and achieve team goals
- Well-developed interpersonal skills with the ability to work productively with a broad range of people from a variety of backgrounds and experiences, including directors, clients and other stakeholders
- Demonstrated excellent time management, organisational and skills including ability to effectively manage competing workloads priorities within a tight timeframes and a changing environment.
- Exceptional multi-tasking and problem solving skills.

**Desirable**

- Experience in the Health or Not-for-Profit sector.

**KEY RESPONSIBILITIES:**

Position Responsibilities & Duties		Measurable Outcomes
Front office	<ul style="list-style-type: none"> <li>▪ Maintain Tweddle reputation and image by maintaining a high level of customer service when greeting clients, visitors and answering and directing incoming calls</li> <li>▪ Manage all incoming and outgoing correspondence and systems in a timely and efficient manner</li> <li>▪ Manage all registers for external visitors and internal staff (including staff leave and on call roster) to ensure we have accurate record keeping</li> <li>▪ Lead all emergency management accountabilities applicable to my role as per Tweddle’s Emergency Plan</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of professional interactions with clients and staff</li> <li>▪ Distressed callers are sensitively directed to relevant area.</li> <li>▪ Electronic and manual processes and systems are kept current registers, intranet, internet and on call roster are kept current</li> <li>▪ Demonstrated evidence of emergency plan practices</li> <li>▪ Reception and common areas maintained in clean and tidy manner</li> </ul>
Admission	<ul style="list-style-type: none"> <li>▪ Assist with admission process of clients when required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Welcoming and timely management of the admission process</li> </ul>
Referral Management	<ul style="list-style-type: none"> <li>▪ Co-ordinate the administrative requirements of the referral pathway at Tweddle</li> </ul>	<ul style="list-style-type: none"> <li>▪ Timely uploading of a referral into client management system within two (2) business days</li> </ul>
Program Administration	<ul style="list-style-type: none"> <li>▪ Ensure forms, brochures and client packs are stocked and maintained</li> <li>▪ Proactively manage distribution and input of feedback/survey where required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proactive replenishment of stock</li> <li>▪ Feedback from internal and external stakeholders recognizes accuracy and timeliness in the provision of administrative and reception duties</li> <li>▪ Survey data maintained</li> </ul>

Position Responsibilities & Duties		Measurable Outcomes
Medical Record Management	<ul style="list-style-type: none"> <li>Consolidate all medical records files per client to ensure accuracy of the manual file and client management system</li> </ul>	<ul style="list-style-type: none"> <li>Timely and accurate medical records, including scanning where necessary</li> <li>Positive feedback from Managers on timely management of medical records and accuracy of data</li> </ul>
Other	<ul style="list-style-type: none"> <li>Conduct continuous improvement activities as required</li> <li>Work collaboratively with all teams</li> <li>Administration tasks as required</li> </ul>	<ul style="list-style-type: none"> <li>Proactive improvement activities conducted</li> <li>Positive feedback from internal staff</li> <li>Accurate and timing completion of administration tasks</li> </ul>
Quality & Risk	<ul style="list-style-type: none"> <li>Maintain a safe environment for clients, contractors, self and other staff. This includes active contribution to a systems approach to minimize clinical and corporate risk and improve the safety of care.</li> <li>Contribute towards the organisation's accreditation processes.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of reporting and documenting any incidents involving clients, contractors, clients, staff and visitors on RiskMan.</li> <li>Evidence of involvement in Tweddle quality program and initiatives, including providing of feedback on policies and procedures on current work practices.</li> </ul>
Occupational Health & Safety	<ul style="list-style-type: none"> <li>Ensure that staff and clients operate in a safe environment.</li> <li>Commitment to own self-care and to building resiliency.</li> <li>Maintain knowledge of Tweddle's OH&amp;S policies and procedures.</li> <li>Utilise RiskMan to capture incidences and near misses.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of the provision of a safe work environment.</li> <li>Demonstrate knowledge and understanding of practices that promote resilience and self-care.</li> <li>Demonstrated knowledge and implementation of policies and procedures.</li> <li>Evidence of reporting all incidences and near misses on RiskMan.</li> </ul>

**OTHER INFORMATION:**

Tweddle Values:

- Collaboration
- Accountability
- Respect
- Engagement

All staff are expected to perform their role and responsibilities in accordance with the Tweddle values.

Tweddle is a Child Safe Organisation. The responsibility for children's safety and protection is embedded within the organisation culture including organisational policies and practices. Tweddle ensures that all staff members fulfil their legal obligations to respond and report any suspected incidence of child abuse.

#### **Occupational Health and Safety Responsibilities:**

- Tweddle is committed to providing, insofar as is practicable, a safe and healthy workplace for our employees, contractors, members and visitors.
- Employees have a duty to take care, as far as they are able, of their own health and safety and that of other employees, members and visitors; must comply with safety procedures and directions, and; must report potential and actual hazards to their supervisor and their OHS representative

#### **Our commitment to Tweddle Staff**

- Tweddle is committed to equal opportunity in the workplace for all employees, irrespective of race, colour, gender, religion or marital status. Staff are selected and promoted on merit
- Tweddle is committed to providing a safe and smoke free workplace

#### **Other Factors Relating to the Role**

- The position agrees to work within and contribute to the Tweddle Practice Framework, policies, procedures, and guidelines.
- The services close down for the period of Christmas/New Year and Easter and it is a requirement that all relevant staff take annual leave at this time.
- A current National Police Records Check is required and is required to be updated every year.
- A Working with Children's Check is required.
- Evidence of current Immunisation status is required.
- The Victorian Public Sector Code of Conduct applies to all staff.

*Please note that this position description may be modified to suit organisational demands.*

**Acceptance of appointed position:**

I have read the Position Description: Reception and Administration Officer and agree to fulfill the requirements of the role to the best of my ability:

Candidate's name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Director Finance

Signature: \_\_\_\_\_

Date: \_\_\_\_\_