

<b>Position title</b>	<b>Medical Services Coordinator</b>
<b>Reports to</b>	<b>Manager Medical Services</b>
<b>Award agreement</b>	<b>Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022</b>
<b>Classification</b>	<b>Admin Officer Grade 2</b>

## About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

<b>Vision</b>	Health and wellbeing for everyone
<b>Purpose</b>	We partner with people and communities to deliver health and wellbeing services and promote equity
<b>Our organisational values</b>	<p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul>

### **Statement of Inclusivity**

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

### **About the Medical Services team**

The Medical Services Team provides General Practice and Specialist Medical services to people of all ages residing and working within the Northern Melbourne Region. The team sits within the Primary Care Directorate. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

### **Position Purpose**

The Medical Services Coordinator will have primary responsibilities associated with stakeholder engagement and relationship building relevant to the provision of Medical Services; and administration of Medical Services client management systems related to service delivery, promotion, scheduling and resource planning.

### **Position responsibilities**

- Responsible for stakeholder engagement & relationship building with key internal and external partners, relevant to the effective delivery of medical services to the community.
- Responsible for the timely administration of data extraction, templating, and reporting; as requested by the Manager Medical Services
- Responsible for the administration of Medical Services waiting, recall and reminder lists, in accordance with YourCH policies and procedures.
- Responsible for the templating of Medical Services client information management systems; inclusive of user set-up, scheduling set-up, appointment book templating; and the administration of any changes.
- Responsible for the administration of incoming and outgoing correspondence related to the provision of medical services and maintenance of relevant client information management systems.
- Provide Medical Services electronic patient management, dictation and scheduling software training to staff as and when required.
- Provide assistance in managing PRODA functions within the medical practice, including providing assistance for Practitioners in using HPOS functions.
- Liaise with the Finance Manager and authorised delegate regarding the reconciliation of billings including but not limited to Medicare, DVA, Workcover, TAC and private fees.
- Provide leadership to our team of Client Service Officer – Medical Services in the provision of customer service & support to clients, visitors and stakeholders.

- Assist in maintaining appropriate reception services, client fee administration, appointment scheduling and inquiries.
- Implement day to day workflows that drive excellence in consumer experience, care and the delivery of high-quality services.
- Administer Medicare MBS rejections and resubmissions.
- Support the delivery of efficient and effective medical services through responsibility for the establishment and maintenance of systems that ensure Medicare MBS revenue is appropriately maximised and ensures compliance with Medicare Legislation (including handling provider queries in regards to MBS billing.)
- Act as an administrative contact to identified stakeholders regarding medical services electronic patient management software or associated platforms including for the purposes of testing, functionality, upgrades and resolutions.
- Undertake, as required, a range of responsibilities consistent with the role of Co-ordinator that contribute to strategic or operational priorities.
- Undertake administrative and coordination tasks related to Medical Services outreach initiatives and service coordination.
- Provide assistance to the Manager Medical Services and Clinical Nurse Coordinator for tasks related to service promotion, marketing, scheduling, and coordination of outreach services (including site assessments and coordination of site rectification works).
- Assist the Manager Medical Services and Clinical Nurse Coordinator with resource planning and implementation of initiatives.
- Undertake administrative and care coordination tasks related to service and care coordination, including for internal and external referral partners.
- Responsible for supporting the development of and maintenance of data systems and reporting, including data extraction, cleansing and report generation.
- Provide assistance and support to the Privacy Officer on all matters related to health records requests as and when required; including deputising for the Privacy Officer to cover periods of leave.
- Adopt a culture of continuous improvement and seek to provide a high quality service and high user satisfaction.
- Develop and maintain key resources, documents and information pertaining to the delivery of medical services; in accordance with YourCH Style Guide and where applicable guidelines relevant to stakeholders.
- Actively seek and explore opportunities to increase the reach of medical services in the community, including the cross-promotion YourCH services.
- Provide leadership to the implementation and ongoing utilisation of technology to improve service delivery, including but not limited to telehealth services, online scheduling platforms, e-referral solutions and medical practice software.

### **Position requirements (qualifications, skills, knowledge and attributes)**

#### **Qualifications, Registrations and Licenses**

- Qualifications in Medical Practice administration or a related field.
- Demonstrated practice management experience.
- Demonstrated experience in managing PIP/WIP/BBPIP & MBS forms.

- Demonstrated experience in leading teams or projects within a healthcare setting.
- Demonstrated experience in relationship development and strengthening of new or existing partnerships.
- Demonstrated experience and proficiency in generating reports, including the cleansing of data to meet operational or strategic needs.
- Proficiency in use of information technology and client information management systems
- Current Victorian Driver's Licence

### Skills and competencies

- Highly developed written and verbal communication skills.
- Demonstrates highly professional, collaborative and proactive approach to problem solving and solution finding.
- Demonstrated capacity to manage competing tasks or priorities, and work within specified timelines.
- Ability to work within and support a collaborative team environment and culture.
- Displays emotional intelligence.

### Expected behaviours for all YourCH team members and volunteers

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures.

### General

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

### Relationship to Performance Development and Review Plan

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQ+ communities to apply.**