

**ADMINISTRATION SUPPORT OFFICER**

**Designation:** ADMINISTRATION SUPPORT OFFICER

**Level:**

**Program / Unit:** DENTAL CLINIC

**Purpose of Position:**

To key responsibility of an Administrative Support Officer is to provide clerical support for WRHS to ensure the efficient and effective delivery of dental services to patients of Dental Health Services Victoria.

**Organisational Environment / Reporting Relationships:**

Responsible to the Administration Support Team Leader / Unit Managers through to the Chief Executive Officer (CEO).

**Supervisory Responsibilities:**

Nil

**Primary Responsibilities:**Reception Duties / Customer Service:

- Maintain a professional approach and promote good interpersonal relationships, both within and outside the unit and organisation consistent with WRHS values.
- Receive and process patient queries (face to face and telephone) including checking of patient details and updating eligibility information on the Titanium database.
- Respond face to face and telephone queries.
- Liaise with clinicians to include the daily auditing of waiting list entries, appointments and treatment to ensure all data is correct.
- Receiving and processing of Specialist Services referrals.
- Appointment scheduling as required.
- Comply with WRHS Code of Conduct.
- Communicate with patients in a professional way.

Direct Patient Recall (DPR):

- Provide administrative support to ensure the DPR process is implemented according to the OPR and P&P.
- Ensure receipt, printing and mailing of recall and reminder letters occurs as directed.
- Print and mail financial statements as directed.
- Understand and participate in promotional aspects of Direct Patient Recall service delivery system.

Records:

- Maintain patient records in accordance with WRHS records standards.
- Register patients on the Titanium database in accordance with Titanium manuals.

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### Account Handling:

- Manage and process patient accounts.
- Ensure co payment process is completed daily, including data entry, receiving and banking of monies following the correct cash handling procedures.

### Clinical Administrative Support:

- Provide administrative support to clinical locations.
- Organise interpreters as required.
- Issue appointments, confirm appointments, process cancellations, appropriately follow up failed appointments and arrange any relevant documentation for the clinical staff.
- Ensure all necessary patient records are prepared, maintained, and made available when required by clinical staff, including transfers throughout areas and zones.
- Maintain a strict code of conduct in relation to confidentiality.
- Be familiar with hospital emergency procedures and the specific responsibilities that may be required in the event of an emergency.

### Administrative Duties:

- Order and distribute stationery and related stores as required.
- Provide general filing and patient records as required.
- Prepare and distribute of mail as required.
- Prepare general routine correspondence and photocopying as required.
- Other duties incidental to the work normally performed that are within the employee's skills, competence and training.

### Continuous Improvement:

- Commitment to principles and practices of Infection Control as they relate to the employees designated area of work.
- Identify and make recommendations on opportunities to improve processes, workplace health and safety, quality and service delivery outcomes within WRHS.

### Teamwork / Communication:

- Demonstrate the ability to work in a team environment and communicate effectively with a variety of people.
- Respond appropriately to patient needs in accordance with WRHS values.
- Ensure the promotion and delivery of a high standard of customer service to internal and external clients.
- Work effectively as part of a multidisciplinary team.
- Attend unit meetings.
- Liaise regularly with Administration Support Team Leader on matters relating to the work area.
- Communicate effectively and document relevant information in line with WRHS policies and procedures.

### Training and Development:

- Actively participate in training and ongoing professional development.
- Maintain mandatory education on an annual basis.
- Participate in the WRHS performance review process

### **Performance Development / Review:**

Performance review will be conducted within the first three months of employment and annually thereafter.

**SELECTION CRITERIA**

**MANDATORY CRITERIA**

1. Excellent interpersonal and communication skills.
2. Efficient and effective knowledge and skill base.
3. Excellent computer skills.
4. Commitment to professional development.
5. Demonstrate commitment to customer focused care.
6. Ability to work as a team member within a multidisciplinary environment.
7. Knowledge of and commitment to Quality Improvement.
8. Ability to facilitate clerical activities when directed.
9. Skills, knowledge and ability appropriate to specific Unit requirements.
10. Understanding of OH&S legislations as it relates to employee's responsibilities.
11. Sound awareness and understanding of Infection Control principles as they relate to the positions designated area of work.

**DESIRABLE CRITERIA**

- Dental qualification.
- Knowledge of public dental programs.
- Knowledge of a second language and culture.
- Possession of a current driver's license.
- Satisfactory police check.
- Working with Children check.

Signature of Employee .....

Witness: .....

Date .....

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Annexes:

Other Relevant Information:

References:

Contact Point: Dental Clinic.

THIS SECTION FOR QUALITY OFFICE USE ONLY		
<b>Approval Committee:</b>	<b>Date Approved:</b>	<b>SharePoint Location:</b>
Human Resource Manager	20 November 2008	Position Descriptions...
<b>Responsible Department:</b>	<b>Date for Review:</b>	<b>Manual Location:</b>
Dental Clinic	20 November 2011	Position Description Manual
<b>Version No:</b>	<b>Original Approval Date:</b>	<b>Previously Named As:</b>
1	20 November 2008	