



## Albury Wodonga Aboriginal Health Service Ltd

# POSITION DESCRIPTION

<b>Position Title :</b>	<b>Medical reception administration trainee</b>
<b>Reports To:</b>	<b>Office Manager</b>
<b>Employment:</b>	<b>As per employment contract</b>
<b>Award :</b>	<b>Aboriginal Controlled Community Health Services Award</b>
<b>Salary:</b>	<b>As per employment contract</b>

**This is an identified Aboriginal/Torres Strait Islander Position**

<b>Position Approval</b> Updated: 5/04/2021 Last updated: 4/03/2020	Approved: David Noonan Date:
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### **ORGANISATION**

Albury Wodonga Aboriginal Health Service Inc. (AWAHS) is an Aboriginal Community Controlled Health Organisation. AWAHS provides first class Primary Health Care Services to the Aboriginal community who reside in Albury / Wodonga and surrounding areas. As a Bulk Billing Health Service there is no charge to our clients for the medical services provided.

### **VISION STATEMENT**

We support the Aboriginal community towards a better tomorrow. Our focus is to work alongside you to create generational health change.

### **POSITION PURPOSE**

The Administration Trainee will assist with the provision of a professional reception and administration services to the patients, doctors and staff at Albury Wodonga Aboriginal Health Service.

Working in the Administration team this role will provide a working environment for the trainee's skills development whilst completing a twelve month Certificate III in Business administration (medical), preparing graduates with the skills and knowledge to provide culturally appropriate medical administration services for Aboriginal and Torres Strait Islander consumers

### **RELATIONSHIPS**

#### **Supervision**

The position reports directly to the Office Manager.

### **Internal**

The trainee will work collaboratively with administration and transport staff and all other team members of AWAHS.

### **External**

The trainee will engage with AWAHS clients, other Aboriginal Organisations, Government bodies and key stakeholders

## **DUTIES OF THE POSITION**

### **Reception Administration operations**

- Provide assistance in maintaining patient appointment booking system including requesting transport for patients/clients when needed, liaising with the transport supervisor and drivers where necessary.
- Monitor and assist in ensuring the reception, telephone and administrative duties are carried out promptly, accurately, courteous and provide respectful customer service to all patients/clients and stakeholders who present at AWAHS.
- Assist in providing secretarial services including word processing, filing, mail collection and distribution and photocopying to support the service delivery team.
- Maintain a clean and tidy reception, waiting room and client kitchen areas to ensure a safe and healthy workplace.
- Assist with supplies maintenance to stationery cupboard, kitchen, photocopiers, fax, and printers (i.e. toner and paper) and alert the AO of any required maintenance and servicing of office equipment as required.
- Understand and assist in the promotion and provision of a holistic approach to customer service which focuses on the needs of the client and their families
- Work with Administration staff to ensure high quality, efficient and effective customer service.
- Listen and respond appropriately to direction given by the administration officers
- Actively seek and participate in educational opportunities as appropriate
- Ensure client records are documented accurately and no breach of confidentiality occurs.
- Maintain a professional approach to work through the provision of quality client care
- Anticipate team requirements to facilitate efficient work flow and client throughput
- Assist the team to provide health education and promotion as required
- Any other duties appropriate to the position
- Additional duties as directed by your manager/ supervisor.

### **Traineeship responsibilities**

- Undertake and successfully complete in a timely manner all modules, both workplace based and academic of the Certificate III in Business administration (medical)
- Attend all offsite as/ if required and undertake online training required by your Registered Training Organisation (RTO) and AWAHS.
- Complete all required training tasks within the time frame allocated in the traineeship agreement with the RTO and AWAHS

### **Administrative**

- Maintain accurate client and program records, and statistics as required.
- Submission of reports and documents within required timeframes or as requested.
- Participate in research activities including the compilation of daily and monthly statistics on the services provided as required.
- Participate in the ongoing development and implementation of policies as required.

**Professional**

- Maintain confidentiality.
- Accept personal responsibility and be accountable for professional practice.
- Participate in performance appraisal and supervision processes.
- Maintain professional skills and knowledge via appropriate staff development activities.
- Demonstrate excellent communication skills in recording and reporting information to the multidisciplinary team.
- Actively uphold the AWAHS philosophy, policies and procedures.
- Contribute to the development and maintenance of a supportive environment within the team.
- Participate in the evaluation of the program's services and group activities.
- Work in accordance with the EEO, OH&S, Code of Conduct and safe working practices, policies and procedures of the Albury Wodonga Aboriginal Health Service.
- Participate in quality improvement activities.
- Work as part of a team and actively participate in staff meetings.

**ORGANISATION CHART**

Refer to the Organisational Chart on the AWAHS website.

**SELECTION CRITERIA**

- An interest in medical or business administration
- Ability to communicate effectively with the local Aboriginal community in a non-discriminative and professional manner
- Understanding of current health issues relevant to Aboriginal & Torres Strait Islander communities.
- Demonstrated high level of written, verbal and interpersonal communication skills;
- Computer literacy in word processing, spreadsheets and email
- Current Drivers Licence

**EMPLOYMENT PREREQUISITES**

- Current and clear Criminal Record Check
- Current and clear Working with Children Check
- Complete and appropriate for role Health Declaration Form
- This is an identified Aboriginal/Torres Strait Islander Position. Proof of Aboriginality is a legitimate requirement. Exemption is claimed under Section 14 of the Antidiscrimination Act.

**DECLARATION**

*I acknowledge that I have read the Position Description understood its contents and agree to work in accordance with the requirements of the position. I also understand and accept that I must comply with the organisation's policies and procedures including Confidentiality and Code of Ethics during and beyond my employment with Albury Wodonga Aboriginal Health Service Ltd.*

Name .....

Signature ..... Date .....