



FIRST PEOPLES'
HEALTH AND WELLBEING

POSITION DESCRIPTION

Medical administration officer

About First Peoples' Health and Wellbeing

First Peoples' Health and Wellbeing is a dynamic Aboriginal community-controlled health service aiming to improve access to affordable primary health care in Melbourne.

Our vision

Healthcare that meets Australian First Peoples' health and wellbeing needs

Our purpose

To provide services that meet the health and wellbeing needs of Australian First Peoples

About the role

The Medical Administration Officer is the first point of contact for most our clients who come to First Peoples' Health and Wellbeing. This role is responsible for creating a welcoming and inviting environment and to ensure our clients feel as comfortable as possible. This role is responsible for the general reception and waiting area, and provides assistance to the full range of medical administrative duties at First Peoples' Health and Wellbeing. This role is a client focused role that requires the ability to multi-task and work at a fast pace.

Responsibilities

The clinic

- Create a safe, welcoming environment for clients
- Monitor significant recalls, tasks and reminders
- Complete mail outs and phone call reminders and prepare outgoing correspondence on behalf of practitioners
- Redirect in-coming calls as required
- Liaise with other clinical staff including GPs to ensure clients get the most appropriate care
- Check for mail and scan any incoming documents and upload appropriately
- Assist all incoming contractors, tradespeople and couriers
- Open and close premises when required, complete daily checklists
- Ensure waiting room and other shared spaces are clean and tidy

Appointments

- Respond to all enquiries face-to-face and on the phone, in a professional, friendly and respectful manner
- Make, reschedule, confirm and cancel appointments
- Identify and follow up clients who miss appointments
- Supervise the waiting area and monitor waiting times of clients
- Maintain privacy and confidentiality of all clients at all times
- Ensure all clients in the clinic have completed appropriate paperwork, forms and provided the correct information
- Alert providers to the arrival/cancellation of patients for appointments
- Ensure all patient records are secure
- Collect statistical data and patient demographics information

Other

- Attend meetings and other duties as required
- Contribute to the development of organisational policy and procedures.
- Demonstrate a commitment to professional/personal development and continuing education.
- Participate in and contribute to team and organisational staff activities and meetings.
- Assist the Practice Manager with the induction of new or trainee staff members.
- Maintain clear communication between receptionists, clinical staff and the Program Managers/Coordinators.

About you

You will be a friendly, respectful person with strong organisational skills, ability to multi-task and prioritise. You will be passionate about working in the Aboriginal primary health care sector and commit to professional development and further education. We require skilled and professional workers who can demonstrate building strong relationships and trust with the people they work with.

Essential

- Ability to interact in a friendly and respectful way with patients and staff at all levels with a strong customer service focus.
- Well-developed interpersonal skills and demonstrated ability to work both independently and as a member team, creating positive patient, family, carer and staff relationships
- Knowledge of and willingness to respond to the needs of patients with complex or special needs
- Excellent administration skills including flexibility, organisational and prioritisation
- High level computer knowledge and skills

- Demonstrated commitment to continuing personal and professional development.

Desirable

- First aid, CPR or other related certificates

Mandatory checks

- National police check (upon commencement)
- Current Working with Children's Check (upon commencement)
- Two referees