

Position	Administration Assistant Mission Health	
Key Requirements (Qualifications, Skills, Knowledge, and Experience)	<p>Essential Qualifications/Experience:</p> <ul style="list-style-type: none"> • Minimum 2 years clerical experience • Previous experience in a general practice environment • Excellent communication skills (both written and verbal) • Proficient in computer use including that of various data entry systems. • The ability to handle pressure and competing priorities. • Ability to maintain positive professional relationships with clients and stakeholders. • Previous use of medical software data collection systems • National Police Check is required for all roles at LCM. <p>Desirable Qualifications/Experience:</p> <ul style="list-style-type: none"> • WWVP check or willingness to obtain. • Experience or demonstrated capacity to work in an organisation adopting a Christian ethos. • Demonstrated ability to work unsupervised. • Understanding of medical terminology • Positive history of following organisational Policy & Procedures 	
Summary of Role (inc. Role Purpose)	<p>The role of the Administration Assistant is to provide high quality reception and secretarial services to practitioners and staff at the surgery in a confidential caring and supportive manner.</p> <p>Primarily they will be responsible for: answering the telephone and directing calls or taking messages and making appointments, receiving clients and visitors by greeting, welcoming, and directing them. This role will also include data recording, reporting, Medicare billing, along with the ordering and management of service equipment and supplies.</p>	
	Key Responsibilities	Key Performance Indicators (observable and measurable)
Reception	<ul style="list-style-type: none"> • Management of the clerical needs of the service. • Pass on detailed phone messages to clinicians when they are unavailable. • Management of client requests for support. • Receive all visitors and clients in a polite and courteous manner and assist suitably. • Keep up to date databases and client files. • Manage and schedule appointments. • Place orders for clinical and office supplies • Daily batching of Medicare claims 	<ul style="list-style-type: none"> • All calls answered in a timely, friendly and efficient manner. • Calls transferred to appropriate personal in a timely manner. • Messages are relayed clearly, preferably by email where possible. • Assistance is offered in a helpful and congenial manner. • Telephone calls and visitors managed in calm and professional manner. • Minimal complaints received. • Data systems are kept up to date on a daily basis and files entries accurate. • Appointments are scheduled as needed. • Supply of stock is maintained at appropriate working levels. • Medicare claims are batched and transmitted daily with

		errors/exceptions followed-up as required.
WHS	<ul style="list-style-type: none"> • Operate with a Duty of Care for self, colleagues, and clients. • Operate within the organisation's WHS policies and guidelines. • Maintain professional boundaries in line with policy 	<ul style="list-style-type: none"> • WHS policy and guidelines are followed. • Professional boundaries are maintained
Learning & Innovation	<ul style="list-style-type: none"> • Maintain an up-to-date knowledge of the resources available. • Participate in ongoing personal and professional development. • Participate in staff reviews 	<ul style="list-style-type: none"> • Resource knowledge is up-to-date. • Shows initiative in identifying appropriate training and professional development programs. • Contribution and participation in staff review is undertaken
Safeguarding Children (for child-related roles)	<ul style="list-style-type: none"> • Complete Safeguarding Children training. • Read and abide by child-safe policies, procedures, and requirements, including Code of Conduct and mandatory reporting. 	<ul style="list-style-type: none"> • Training is completed before any contact with Youth or Children. • Policies, procedures, and requirements are read prior to any contact with Youth or Children. • Code of Conduct is read and signed prior to any contact with Youth or Children. • Aware of mandatory reporting requirements.

LAUNCESTON CITY MISSION VALUES

Faith	We have confidence that ethical actions will bring good results
Justice	We take personal responsibility to uphold what is pure, right and true
Compassion	We invest whatever is necessary to heal the hurts of others
Flexibility	We are attentive and responsive to the changing needs in our community
Enthusiasm	We work with passion and commitment to achieve our goals