

## POSITION DESCRIPTION

<b>Job Title:</b>	<b>Client Services / Administration Officer</b>
<b>Reporting to:</b>	<b>Practice Manager</b>
<b>Status of Employment</b>	<b>Part Time or Full Time – Negotiable (Up to 76 hours per fortnight)</b>
<b>Location</b>	<b>Karratha</b>
<b>Direct Reports:</b>	<b>Nil</b>

### Purpose of Position

The Client Services / Administration Officer is responsible for the provision of executive support to the Practice Manager to facilitate the successful operations of the organisation and provides timely and accurate administrative support and assistance to other members of the leadership team.

In addition to providing outstanding administrative support, the role will also provide high quality customer service as part of the reception team as required.

### Hours of Work

The Client Services / Administration Officer will be employed on either a part time or full time basis of up to 76 hours per fortnight, Monday to Friday 7.00am – 7.00pm or otherwise by negotiation with the Practice Manager.

In addition to your ordinary hours of work (defined in your employment agreement), you may be required to work reasonable additional hours that are necessary to fulfil your duties or as otherwise required.

### Primary Responsibilities

- Provide high level administrative support to the Practice Manager, including executive support functions for meetings/working groups etc.
- Manage small projects under the broad direction of the Practice Manager.
- Identify and apply for small to medium grant opportunities when they arise.
- Coordinate and manage all building matters including scheduling of preventative and reactive maintenance, liaison with contractors and suppliers and act as the key point of contact for building and maintenance matters for all sub-leases and commercial lease arrangements.
- Greeting patients, answering telephone calls, managing client referrals, incoming and outgoing correspondence, booking appointments, ensuring all information is managed correctly, filed and followed up accordingly.
- Other duties as directed by the Practice Manager.



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## Key Duties

### Administration Services

- Coordination of specific projects/programs, including collating and distributing agendas, taking minutes, managing action lists.
- Monitoring and responding to social media posts/emails etc. for specific projects/programs.
- Support the Practice Manager in identifying and applying for suitable grant opportunities as they arise.
- Development, compilation and distribution of Board documentation and information.
- Program reporting, data entry, report generation and maintenance of databases.
- Maintain filing and documentation systems.
- Any other duties within existing skills and experience as directed by the Practice Manager.

### Building Services

- Schedule periodic and reactive maintenance, evacuation drills, liaison with tenants and contractors.
- Manage Contracts Register and follow up on expiring contracts/tenancy agreements etc.
- Assist Practice Manager to review and maintain emergency response procedures.

### Reception / Client Service

- Answer the telephone in a courteous and professional manner and respond appropriately.
- Greeting all clients and visitors to the centre, ensuring that sign in and sign out procedures are adhered to.
- Manage client records in relevant medical software, including registering new clients, managing recall/review appointments and making relevant updates as required.
- Any other duties within existing skills and experience as directed by the Practice Manager.

### Occupational Health and Safety

- Maintain a safe environment for patients by ensuring compliance with workplace Occupational Health and Safety policies and procedures and other legal requirements.
- Ensure the practice building and work spaces are conducive to a safe and practical work environment.
- Collaborate with other members of the team to maintain Occupational Health and Safety including appropriate identification and notification of action for hazards, slips, lapses, accidents and incidents.

## Selection Criteria

### Essential:

- Previous experience in administration, corporate or client services.
- Excellent oral and written communication skills.
- Adaptable with the ability to quickly learn and master new systems and tasks.
- Ability to handle multiple work tasks and competing deadlines in an environment with fluctuating demands.
- Proven ability to work autonomously, be self-motivated and use initiative where needed.
- Ability to maintain a high level of professionalism and confidentiality.
- High level of competency in using the Microsoft Office suite of programs.
- Current NDIS Worker Screen, WA C Class Driver's Licence and Working with Children's Check.

### Desirable:

- Social Media management experience.
- Website management experience.
- Previous experience with Communicare or similar Health Management software.
- An understanding of medical and/or allied health clinical environments.

Reviewed	April 2021
Approved	Chief Executive Officer