Position title: Administration Assistant  
Level: 3

School/Unit: UNSW Health Service  
Faculty/Division: EDUS

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You will be required to work during the service opening hours from 8am to 6pm.

A. JOB PURPOSE

To work as part of a team to provide administrative support to the University Health Service, Practice Manager and UNSW Medical Director ensuring its efficient, effective operations according to best practice and UNSW policies.

B. MAIN DUTIES

- Perform administrative and reception tasks associated with processing patients attending the Health Service, including understanding and basic operation of UNSW Health Service internal accounting packages.
- Register patients attendance upon arrival, efficiently prepare and process invoices, receipts, and reconcile UNSW Health Service patient accounts (Medicare, Private Health Funds, private patients) undertaken by way of cash, eftpos, credit cards and merchant fees.
- Manage the appointment system to ensure that patients do not have excessive wait times and that appropriate time is allocated for the consultation.
- Ensure adequate medical attention for patient(s) requiring urgent attention is provided.
- Manage documentation including recording daily incoming and outgoing mail, email and faxes and the preparation of correspondence on behalf of the General Practitioners, Practice Manager and Medical Director. Undertake general office duties including photocopying, ordering of stationery supplies and equipment.
- Provide excellent customer service and secretarial services to patients, General Practitioners and staff at UNSW Health Service in a caring and supportive manner.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that their actions or omissions do not impact on the health and safety of others in the University.
C. **ENVIRONMENT**

The University Health Service provides a health service to all students, staff and the local community at UNSW, Kensington. The focus of this service is an accredited General Practice clinic. It also has an occupational and Public health role. The campus population swells to around 50,000 daily and is culturally diverse. Visiting general and specialists medical practitioners operate their own practice within the facility, which is owned and managed by UNSW. The university provides considerable infrastructure support in the form of information technology, maintenance, finance, human resources, OHS and access to educational resources. The service employs administration/receptions staff, nursing staff and a full-time Medical Director.

**Statistics**

The service provides 100-200 consultations daily and is open Monday to Friday. There are eight consulting rooms and a treatment room. There are 2 part time visiting specialists, and approximately 13 general practitioners. The service employs a Medical Director, 2 fulltime equivalent registered nurses and 4/5 administration staff.

**Reporting Relationships**

**Challenges & Constraints**

The role is constrained by and operates under the University governance framework and the necessity to be in alignment with a range of Federal and State legislation, audit and compliance requirements.
D. PRINCIPAL ACCOUNTABILITIES

- Maintain confidentiality of all patient information, privacy principles and adheres to the UNSW Health Service policy and procedures.
- Actively contribute to the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the Practice.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Efficient maintenance of the practice accounting software package and associated correspondence.
- Work collaboratively to share workloads and respond to peaks in demand across the function to optimize effective use of available resources.
- Complete allocated tasks in administration and processing within allocated timeframes and quality standards.
- Undertake a broad range of administrative and operational duties including maintaining the patient administration system and the accounts procedures.
- Ensure policies and procedures are complaint with Medicare Australia, UNSW policies and legislative requirements.
- Efficient and accurate billing, procurement and payment systems, daily bank reconciliation and compliance with UNSW Policies and legislative requirements.
- Provide reception services in support of the Health Services Unit, including a broad range of enquiries and undertake extensive liaison with patients, internal and external clients, and the public.
- Provide excellent customer service through the investigation and response to enquiries from internal contacts and external suppliers on invoice or related matters.

E. SELECTION CRITERIA

- Associate Diploma with subsequent work experience OR an equivalent level of knowledge gained through any other combination of education, training and/or experience
- Previous experience in a similar role involving administration and invoicing
- Ability to use a variety of computer applications including Prac Soft Accounting / Appointment Software
- Proven analytical and problem solving skills together with demonstrated ability to provide accurate information to stakeholders
- Solid organisational skills to manage individual work flow/priorities and to meet deadlines in a timely manner
- Proven delivery of high quality customer service
- Demonstrated ability to work independently and in a team environment
- Good verbal and written communication skills with solid interpersonal skills
- Understanding of, and commitment to the principles of Equal Employment Opportunity and Affirmative Action and Occupational Health