

POSITION DESCRIPTION

GPcare Support Officer

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: GPcare Support Officer Team Leader

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

The overall objective of this position is to ensure all aspects of GPcare under the control of this position operate efficiently and effectively and to proactively assist in promoting the service to the community.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- Reports to the GPcare Support Officer Team Leader.
- Reports to the GPcare Practice Manager when GPcare Support Officer Team Leader is on leave.
- The GPcare Support Officer role sits within the GPcare Unit.
- No staff within GPcare will report to this position.
- Participates in the organisation's Performance Management Program which is conducted on a regular basis.

CULTURE AND EXPECTATIONS

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

VALUES

TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

SPECIAL CONDITIONS

- Some out of hours work may be required
- Flexibility to work evenings/weekends/variable hours
- Possession of a current valid driver's licence is essential
- Employment is subject to a satisfactory Department of Human Services Working With Children Check (WWCC)
- Mandatory vaccinations (or appropriately endorsed exemptions) as determined by legislation

- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid according to the current Enterprise Agreement

STATEMENT OF KEY RESPONSIBILITIES

The GPcare Support Officer will;

- Proactively work to support and contribute to the effective operation of the GPcare General Practice Service.
- Present the service in a welcoming manner both in person and on the telephone.
- All reception duties including:
 - opening and closing the practice
 - maintaining reception area in a tidy and welcoming manner
 - phone answering
 - booking patient appointments
 - data entry
 - billing
 - payments
 - monitoring and actioning internal/external emails in a timely manner
 - scanning and/or filing reports, patient correspondence, results, etc.
 - opening and distributing mail
 - responding to requests for information and reports.
- Provide information as requested by patient/GPs/other staff within guidelines of the service and manage sensitive enquiries with tact and discretion.
- Support of patients including patient flow, answering questions, and assisting them as appropriate.
- Maintain patient database by ensuring accurate and updated recording of patient data, including patients no longer attending or deceased.
- Operation, maintenance, privacy, and security of documentation, including the protection of patient's rights by maintaining confidentiality and in accordance with any relevant legislation e.g., Privacy Act.
- Liaise with referring doctors, RACF's and hospital staff, pharmacists, allied health clinicians in a professional manner.
- Follow up GPcare debtors and liaise with GPcare Support Officer Team Leader if required.
- Maintenance of office equipment and adequate stock levels.
- Medicare and DVA claims including online processing and resubmissions (i.e. bulk bills).
- Communicate any emerging issues in a timely manner to the GPcare Support Officer Team Leader.
- Coordinate own work routine with fellow colleagues.
- Assist in training other staff in a similar role.
- Other lawful duties, as directed.

General

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at staff / unit meetings.
- Identify opportunities and participates in own professional development.

Work, Health Safety (WHS)

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant direction as set out in the Quality Manual.

PERSON SPECIFICATION

Essential Requirements

Education

- No formal qualifications are required however relevant qualifications will be well regarded e.g. Cert 4 in Front Line Business Management.

Experience

- Demonstrable ability and experience in general/medical practice reception/administration
- Proven experience in a similar role

Skills / Abilities

- Knowledge of general practice and general practice accreditation principles
- Familiarity with the most common software platforms relevant to General Practice
- Practical knowledge of general practice billing mechanisms
- Basic medical terminology
- Proven interpersonal skills at all levels
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes, work to targets and manage multiple deadlines
- Strong attention to detail
- Excellent written, verbal and consultative communication skills
- Lateral thinker with the ability to solve problems as they arise
- Ability to be innovative and self-directed with drive and commitment
- Proven commitment to the principles and practice of Quality management and client oriented service
- Demonstrable competence in the use of desktop applications including the Microsoft Office suite of programs

- Demonstrable commitment to ongoing professional development

Desirable Requirements

Experience

- Demonstrated ability to work with distressed and/or challenged people

Skills / Abilities

- Knowledge of Best Practice medical software
- Knowledge of information management principles



Summit Health Cultural Framework
TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Appendix A

		EXPECTATIONS							
		Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> • Wanting to deliver value • Striving to ensure customer satisfaction • Deliver on your 'promise' • Anticipate customer needs • Build relationships at every opportunity • CONTINUOUSLY IMPROVE 	<ul style="list-style-type: none"> • Offer and embrace innovative solutions • Take ownership - its ok to make mistakes if we learn from them • Celebrate the achievements! • Be open and transparent • Communicate all progress to your manager and peers • Encourage a solutions-oriented culture • DO NO HARM 	<ul style="list-style-type: none"> • Ask questions and listen to understand • Use positive language • Acknowledge other viewpoints • Understand the views of others before acting • Be clear and concise with your intent, ideas and feelings • Shape the opinions of others by applying these traits 	<ul style="list-style-type: none"> • Analyse the problem not just from your perspective • Consider the options • If you've thought it through, back yourself to make the decision • Make the decision consistent with our values and Strategic Plan • Be creative - think outside the square • Proactively address potential problems • Anticipate • Become the expert in your domain 	<ul style="list-style-type: none"> • Be a team player • Embrace diversity • Acknowledge other viewpoints • Be consultative • Seek consensus where possible • Encourage 'we' language • Be a custodian of team culture • Identify gaps in team culture • Appreciate our great culture, colleagues and opportunities to work and grow 	<ul style="list-style-type: none"> • Accept change and embrace challenges • Be calm under pressure • Take annual leave - recharge batteries • See feedback as an opportunity to grow yourself • Take up prof. development opportunities • Be persistent • Recover quickly from setbacks • Demonstrate emotional agility • Enjoy your work 	<ul style="list-style-type: none"> • Foster and support teamwork - eliminate silos • Lead by example • Develop engaged people and teams • Navigate issues calmly • Cultivate trust • Create an environment for people to thrive in • Inspire discretionary effort • Read the emotional context of a situation • Acknowledge effort not just outcomes 	<ul style="list-style-type: none"> • Innovate in line with the big picture • Be agile in adapting to changes • Always consider other options • Factor in our future goals 	