POSITION DESCRIPTION

CONNECTcare Administration Officer

Responsible to: Chief Executive Officer (CEO)

Reporting to: CONNECTcare Administration Lead

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

The CONNECTcare Administration Officer is part of the CONNECTcare Administration team which comprises of the CONNECTcare Administration Lead (CcAL), CONNECTcare Administration Officers (CcAO) and CONNECTcare Support Officers (CcSO). Alongside the CcAL and the CcSO, the CcAO is responsible for ensuring that all CONNECTcare administration activities are undertaken accurately and in a timely manner, and all clinicians are supported to deliver high-quality services. The CcAO is expected to apply a high level of attention to detail whilst working in a fast-paced environment with a broad range of programs and allied health services.

REPORTING / WORKING RELATIONSHIPS

- Responsible to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health (SH) and its aims, policies and protocols
- Reports to the CONNECTcare Administration Lead.
- Performs tasks and duties as directed by the CONNECTcare Administration Lead, CONNECTcare Clinical Lead or CONNECTcare Manager.
- Works closely with and may provide daily operational direction to the CcSO.
- No staff report to this role.
- Participates in the organisation's Staff Development Plan which is conducted annually.
- May be required to partially backfill for the CcSO in their absence.

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 – COLLABORATE - 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 reasonable additional hours, including out of hours work, may be required from time-to-time and will be remunerated in accordance with the Enterprise Agreement.
- Possession of a current valid driver's licence is essential.
- Use of own motor vehicle is expected, for which a cents-per-kilometre allowance will be paid in accordance with the Enterprise Agreement.

- Employment is subject to a satisfactory Department of Human Services Working With Children Check.

STATEMENT OF KEY RESPONSIBILITIES / DUTIES

The CONNECTcare Administration Officer will proactively support and contribute to the effective operation of CONNECTcare

Administration

- Undertake general reception duties, including but not limited to:
    - maintaining reception areas in a tidy and welcoming manner
    - answering and directing calls professionally and efficiently for both Summit Health Centre and CONNECTcare calls.
    - provide a professional and welcoming first point of contact for patients, tenants and visitors
    - booking patient appointments
    - data entry
    - monitoring and actioning internal/external emails in a timely manner, and
    - scanning and/or filing reports, patient correspondence, etc.
- Client billing and receipt of payments including 3rd party and Medicare.
- Process incoming referrals in a timely manner.
- Maintain high-quality client files and ensure information is accurately recorded on client data bases, as appropriate.
- Assist the CcAL with various internal and external reporting requirements.
- Support clinical staff to ensure client files are kept up-to-date at all times, by undertaking general scanning, filing and other administration duties as reasonably requested.
- Follow up with debtors and escalate outstanding accounts to the CcAL if required.
- Support the broader CONNECTcare unit to operate at various locations through the application of high quality and thorough communication and organisational skills.
- In consultation with the CcAL, coordinate the effective operation of various CONNECTcare locations, including ensuring office spaces are maintained in a tidy manner and stationary and staff amenities are appropriately stocked.
- In consultation with the CcAL, coordinate room bookings at various locations, ensuring any changes are adequately communicated to clinicians, clients and other stakeholders.
- Other administration tasks, as directed by the CcAL.

Customer Service

Deliver high quality customer service and support, including:

- Manage incoming enquiries courteously and professionally.
- Assist clinical staff to efficiently coordinate client bookings, including proactively monitoring and filling clinician schedules, where reasonable.
- Present the service in a welcoming manner both in person and on the telephone.
- Sensitively engage with clients, their relatives, carers and the public presenting to and communicating with the CCU.
- Support the operation of the organisation by developing and improving relationships with outside partners, actively coordinating and participating in resource sharing and working positively with other internal Units and Programs.

- Provide information to Surgeries/GPs/Practice Nurses/Practice Managers as required.
- Provide and manage sensitive and confidential information as appropriate requiring a high degree of judgement and initiative including an understanding of boundaries of the role in relation to the provision of assistance to clients.

General

- In consultation with the CcAL, coordinate own work routine and daily activities to ensure the timely completion of tasks.
- May be required to work at various locations, as outlined in the employment contract.
- Understand the role and mission of the organisation and presents this to our clients effectively as an ambassador for the organisation.
- Operate within the delegated boundaries of the position.
- Attend staff/unit meetings as required.
- Identify opportunities and participate in own professional development.

Work Health Safety

- The employee has a responsibility, under the WH&S Act (SA 2011), to ensure their own health and safety, and that of their fellow employees, at work.
- The employee has a responsibility to abide by the organisations, WH&S policies and direction and set out in SH's Quality Manual.

PERSON SPECIFICATION

Essential Requirements:

Experience:

- Experience in a similar role
- Administrative duties
- Proven ability to provide effective and professional customer service
- Experience in a health service environment
- Experience in the use of clinical management software or relevant databases
- Experience in billing / payments / invoicing

Personal Skills & Abilities:

- Effective time management.
- High level of communication skills.
- Proven interpersonal skills with colleagues.
- Proven ability to participate in a multidisciplinary team environment, prioritise workloads, set goals, achieve outcomes and manage multiple deadlines.
- Demonstrated ability to act within defined established practices, exercising initiative in the application of established work procedures.
- Ability to work under general supervision and direction, be innovative and show initiative.
- Excellent organisational skills with the ability to follow tasks through to completion.
- Demonstrable competence in the use of desktop applications including the Microsoft Office suite of programs.

Knowledge:

- Knowledge of Medicare healthcare system and health funds
- A practical understanding of the issues of confidentiality
- Knowledge of ISO 9001 principles

Current at: 25 March 2026

Summit Health Cultural Framework

Values: Do no harm
Collaborate
Continuously improve

	EXPECTATIONS							
	Be Customer Centric	**Be Accountable**	**Be an Engaging Communicator**	**Problem Solve**	**Be Collaborative**	**Be Adaptable and Resilient**	**Inspire Leadership**	**Strategic Innovation**
INDICATORS	• Wanting to deliver value • Striving to ensure customer satisfaction • Deliver on your 'promise' • Anticipate customer needs • Build relationships at every opportunity • CONTINUOUSLY IMPROVE	• 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	• 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	• 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	• 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	• 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	• 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	• Innovate in line with the big picture • Be agile in adapting to changes • Always consider other options • Factor in our future goals

April 2025