

<b>Title of Position</b>	<b>Classification</b>
<b>Medical Administration Officer</b>	<b>ASO2</b>
<b>Occupant:</b>	<b>&lt;full name&gt;</b>

## Job Specification

### Key Purpose of the role:

The Medical Administration Officer contributes to the sexual health of the community through the provision of high-quality medical receptionist and administrative support to the Clinical Team under the direction of the Clinical Services Manager, maintaining confidentiality and providing flexibility in staffing arrangements. This position is also part of the single point of entry for SHINE SA with organisational support functions. The Medical Administration Officer will work at either or both of SHINE SA's sites at Woodville or Hyde Street in the CBD.

### Direct Reports

- Not applicable

### Key Relationships/Interactions:

- |                 |  |
|-----------------|--|
| <b>Internal</b> | <ul style="list-style-type: none"> <li>▪ Member of the Clinical and Counselling Services Division</li> <li>▪ Accountable to the Senior Medical Administration Officer</li> <li>▪ Collaborates and participates as a member of the Clinical team</li> <li>▪ Collaborates with all SHINE SA staff</li> </ul> |
| <b>External</b> | <ul style="list-style-type: none"> <li>▪ Works with the South Australian community</li> <li>▪ Liaises with staff from partner agencies as required</li> </ul>  |

### Work Health & Safety (WHS) Responsibilities/Duties

Individual/worker responsibilities:

- Responsible for reporting all incidents or 'near misses' that are witnessed.
- Responsible for reporting for work in a fit and healthy state to commence duties.
- Responsible for not putting self and others at risk as a result of your action, or inaction.
- Adhere to all WHS policies and procedures during the course of your work.

## Key Results Areas

Key Result Areas	Key Tasks	Performance/Standard Measures
<p>Provision of a high quality and responsive medical reception service.</p> <p>Provision of efficient and effective administration that supports the functions of clinical services.</p>	<p>Provision of medical receptionist and administration support, including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Provision of front-line services including telephone operation: answering enquiries and making appropriate referral of calls</li> <li>▪ Making appointments</li> <li>▪ Liaising with clients and their support person(s) in a compassionate and respectful manner</li> <li>▪ Provision of administrative support to the Senior Medical Administration Officer</li> <li>▪ Assisting the Senior Medical Administration Officer with office procedures and practices as required</li> <li>▪ Managing mail, couriers and faxes, stationery and petty cash</li> <li>▪ Maintaining an appropriate and accurate record system including accessing, filing and archiving client records</li> <li>▪ Developing and maintaining a well-maintained and professional environment</li> <li>▪ Maintaining an up-to-date referral information data base for clients and workers</li> <li>▪ Managing and maintaining office facilities, including photocopiers, printers and faxes</li> <li>▪ Routine environmental cleaning and disinfection as per COVID -19 organizational guidelines</li> </ul> <p>Contributes to the efficient functioning of the Clinical and Counselling services:</p> <ul style="list-style-type: none"> <li>▪ Provide administrative support relating to the efficient running of the services including ensuring adequate IT, facilities, and stock control for clinics.</li> <li>▪ Accurately maintaining relevant financial and medical data and records including all pathology results.</li> </ul> <ul style="list-style-type: none"> <li>▪ Additional duties as requested by the Senior Medical Administration Officer</li> </ul>	<ul style="list-style-type: none"> <li>▪ Relevant information is provided to assist with decision-making process.</li> <li>▪ Telephone and all forms of enquiries are dealt with efficiently, courteously and professionally at all times.</li> <li>▪ Efficient reception/administrative support are provided and include accurate and timely making of appointments.</li> <li>▪ Accurate completion of documents in a timely manner adhering to the relevant procedures.</li> <li>▪ Accurate and up-to-date records are maintained.</li> <li>▪ Information and support are provided to assist the Senior Medical Administration Officer in the efficient running of the clinical team.</li> <li>▪ Undertake all activities in a professional and confidential manner.</li> <li>▪ Respond to internal/external inquiries efficiently, demonstrating exceptional customer services skills.</li> <li>▪ Demonstrate exceptional initiative and problem-solving skills.</li> <li>▪ Model exemplary behaviour in line with SHINE SA Values.</li> </ul>

## Person Specification

### Selection Criteria: Essential Minimum Requirements

#### Educational/Vocational Qualifications

There are no specific Educational/Vocational Qualifications for this position – see below for essential experience required.

#### Personal Abilities/Aptitudes/Skills

- Demonstrated high level customer service.
- Demonstrate pleasant, engaging and respectful telephone manner.
- High level administrative skills.
- Demonstrate values and attitudes towards sexuality and reproductive health which are consistent with SHINE SA's strategic directions and policy.
- Problem solves and manages conflict constructively.
- Demonstrate highly developed written and verbal communication skills.
- Proven ability to relate to people from a wide range of backgrounds.
- Proven ability to work within a team.
- Provide client-centred services
- Demonstrated capability in Client Management System data entry
- Enhance and maintain clinic office systems
- Proficiency in the use of Microsoft Office suite

#### Experience

- Medical or Clinical reception duties
- Working with Medical Benefits Schedule payments scheme
- Diverse administrative work
- Intermediate or advanced computer skills including using Microsoft Office, Outlook, and the use of a medical data base software e.g. Medical Director, Zed Med
- Working with consumers from high need areas and or diverse backgrounds

#### Knowledge

- Knowledge of Medical/Clinical terminology
- Knowledge of and commitment to the Strategic Directions of SHINE SA
- Knowledge of and commitment to the principles of:
  - Interculturalism
  - Equal opportunity
  - Work health and safety
  - Effective consumer services
  - Social justice and equity
  - Reconciliation
  - Demonstrates values and attitudes that celebrate sexual diversity and gender diversity.
  - Knowledge of sexual health issues

## Desirable Characteristics

### Educational/Vocational Qualifications

Certificate in Medical Terminology and/or Certificate in reception or office work, particularly with a health-related focus.

### Personal Abilities/Aptitudes/Skills

- The ability to speak another language other than English

### Experience

- Working in a health care setting
- Working as part of a team
- Working with Aboriginal communities

### Knowledge

- Knowledge of local resources and referral options

## Job and Person Specification Approval

**Division Manager  
Signature & Date**

\_\_\_\_\_

/ /

Print Name

\_\_\_\_\_

**Employee Signature  
& Date**

\_\_\_\_\_

/ /

Print Name

\_\_\_\_\_

Email a copy of this job description to the:

**IT & Records Manager**

### Office Use Only

Personnel File

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