

Job and Person Specification

Job Title: Medical Administration Officer

Job Type: AS02

Job Location: SHINE SA Davoren Park and other SHINE sites

Who We Are

For more than 50 years, SHINE SA has been South Australia's leader in sexual and reproductive health, delivering education, clinical care, workforce development, community partnerships, and advocacy.

Our approach is built on the fundamental right of every person to control their own body, receive inclusive care, and have the knowledge and support to make informed decisions about their sexual and reproductive health.

This commitment is the foundation of our work, our DNA, shaping how we care, how we advocate, and how we partner with communities.

Our Vision

Sexual and reproductive health for every body.

Our Purpose

We care, we educate, we advocate – supporting every body's sexual and reproductive health, autonomy and dignity.

Our Enablers

Equity, inclusion and lived experience: Equity Shapes every decision, service and partnership.

Sustainable organisation and system capability: A resilient, future-focused organisation is essential for population impact.

Our Communities

SHINE SA's communities of interest include:

- Young people (aged 30 years and under)
- Aboriginal and Torres Strait Islander people
- LGBTIQA+ people
- People with disabilities
- People with lived experience of mental health challenges
- People from culturally and linguistically diverse backgrounds
- Sex workers
- People living with HIV
- People living in regional, rural and remote SA.

Supervisor/Line Manager

Practice Operations Manager

Direct Reports

Nil

Position Summary

The Medical Administration Officer plays a vital role in supporting the sexual health of the community by providing high-quality medical reception and administrative assistance to the Clinical Team under the direction of the Practice Operations Manager. This role ensures confidentiality, adaptability in staffing arrangements, and contributes to SHINE SA's single point of entry and organisational support functions. The position operates across SHINE SA's Woodville and Hyde Street (CBD) locations as required.

Key Relationships/Interactions

Internal: Collaborates and participates as a member of the Clinical Services Team, all SHINE SA staff

External: Works with the community and liaises with Government agencies, health professionals, community partners, and related key stakeholders

Work Health & Safety (WHS) Responsibilities/Duties

Adhere to all WHS policies and procedures during work.

Report any incidents or near-misses and contribute to creating a safe working environment for all staff.

Key Result Areas/Main Duties

Provision of a High-Quality and Responsive Medical Reception Service

- Provide professional front-line services, including answering telephone inquiries and appropriately referring calls.
- Schedule and manage client appointments efficiently and accurately.
- Maintain a professional and welcoming reception area for clients and visitors.
- Respond to all inquiries efficiently, courteously, and professionally at all times.
- Processing Medicare payments.

Efficient and Effective Administration Supporting Clinical Services

- Provide administrative support to the Practice Operations Manager, assisting with office procedures and practices.
- Manage mail, couriers, faxes, stationery, and petty cash.
- Maintain and organize accurate client records, including accessing, filing, and archiving documents.
- Develop and maintain a well-organized, professional environment.
- Maintain an up-to-date referral information database for clients and staff.
- Assist with managing office facilities, including photocopiers, printers, and faxes.
- Perform routine environmental cleaning and disinfection in line with infection control organizational guidelines.
- Complete documentation in a timely and accurate manner, adhering to relevant procedures.

Organisational duties

- Participate in and contribute to organisational activities where requested
- Participate in and contribute to continuous quality improvement and accreditation activities as requested and required

Performance Outcomes/Success Metrics

- Customer Service: Efficient handling of inquiries, ensuring high client satisfaction.
- Appointment Management: Accurate, timely scheduling with minimal errors.
- Record-Keeping: Proper maintenance, filing, and archiving of client and medical records.
- Operational Support: Smooth management of administrative tasks (mail, couriers, stationery, petty cash).
- Facility Management: Upkeep of office facilities and adherence to infection control cleaning guidelines.
- Administrative Accuracy: Timely, accurate document completion per procedures.
- Referral Maintenance: Accurate, up-to-date referral database for clients and staff.
- Clinical Support: Effective administrative support for the clinical team.
- Problem-Solving: Strong initiative and problem-solving to enhance operational efficiency.
- SHINE SA Values: Consistent alignment with SHINE SA's values.
- Confidentiality: Professional and respectful handling of all client information.

Selection Criteria

Qualifications, Skills and Experience

- Demonstrated high-level customer service with a pleasant, respectful telephone manner and the ability to relate to individuals from diverse backgrounds.
- Strong administrative skills, including proficiency in Microsoft Office Suite and client management systems (e.g., Best Practice), and experience enhancing and maintaining clinic office systems.
- Highly developed written and verbal communication skills, with the ability to provide client-centred services and manage conflict constructively.
- Ability to work effectively both independently and as part of a team.
- Knowledge of medical/clinical terminology, sexual health issues, and commitment to SHINE SA's strategic directions, including principles of interculturalism, equal opportunity, work health and safety, and effective consumer services.
- Experience in medical or clinical reception duties, including using Medical Benefits Schedule payments, and working with diverse administrative tasks and medical database software.
- Proven ability to work with consumers from high-need or diverse backgrounds, including Aboriginal communities.
- Commitment to social justice, reconciliation, sexual and gender diversity, and equity.
- Desirable: Certificate in Medical Terminology, Reception, or Office Work (health-related context) and the ability to speak a language other than English.

Job and Person Specification Acknowledgement and Acceptance

I have read and understand the responsibilities and expectations outlined in this position description. By signing below, I acknowledge that I will perform the duties to the best of my ability and understand that my performance will be evaluated in relation to these responsibilities.

Employee Signature

Date