



Carrathool Shire Council

POSITION DESCRIPTION

Medical Centre Officer

DIRECTORATE	GENERAL MANAGER
REPORTS TO	PRACTICE MANAGER
CLASSIFICATION	BAND 1 LEVEL 4
GRADE WITHIN SALARY STRUCTURE	10
STATUS OF EMPLOYMENT	PERMANENT PART TIME
HOURS OF WORK	7
POSITION CODE	1320
DATE APPROVED	22 JANUARY 2024

Council overview

Carrathool Shire Council is a large rural Council, having an area of 19,000 square kilometres and five urban centres. The Council is traversed by the Murrumbidgee and Lachlan Rivers, the Mid Western Highway and the Kidman Way. Agribusiness is growing and has diversified greatly, and now includes enterprises such as cotton, walnuts, olives, rice, corn, cherries, and chicken farm developments with capital investment in the range of \$500 million. The area is thriving, and so are the opportunities.

Council vision

Carrathool Shire Council and the community will work together to protect and deliver quality of life in harmony with economic development and environmental sustainability.

Primary purpose of the position

Provide professional day to day business support to the Medical Centre's team, which includes organising appointments, maintenance of confidential records and information management, promoting Medical Centre services, welcoming patients to the Medical Centre and providing courteous and timely customer service and exceptional standard of care to patients to ensure the efficient and effective function of the Hillston Medical Centre's services.

Key accountabilities

Within the area of responsibility, this role is required to:

- Professionally manage the office of the Hillston Medical Centre, displaying a positive image, sound judgement, initiative, timeliness, sensitivity and confidentiality at all times.
- Maintain Council's values and high customer service standards through the prompt and courteous response to counter and phone enquiries, written correspondence, emails and enquiries, ensuring the reception is always attended and phones are answered in a timely and polite manner.
- Ensure accurate identification of patients at each contact including both telephone and in person by using the Medical Centres' three (3) identifiers - name, date of birth and address and maintain and coordinate appointments for patients following set procedures.
- Accurately process and update patient registrations and demographics, and file all relevant paperwork in an orderly and timely manner in the Medical Centre's Records Management System.
- Ensure patients are not required to wait excessive periods of time for an appointment, and that patients are informed of possible delays in a timely and polite manner.
- Manage all aspects of the Medical Centre's incoming and outgoing correspondence including opening, recording and distributing incoming correspondence (including mail, faxes, email) on a daily basis.
- Maintain the reception area and waiting room in a tidy and welcoming manner ensuring all appropriate brochures and information are always readily available including Patient registration and consent forms, Practice Information brochures and Appointment cards.
- Efficiently and effectively manage emergencies when necessary, following set procedures to ensure the wellbeing of patients and Medical Centre staff.
- Ensure the Medical Centre Manager is kept informed on all relevant matters, and in particular those matters that have the potential to reflect unfavourably on the Medical Centre or Council.
- Carry out other duties that are within the limits of the employee skills, competence and ability as required.

Organisational accountabilities and responsibilities

Governance	<ul style="list-style-type: none">• Carry out work in line with relevant legislative requirements, codes, practices, and standards.• Carry out their duties in a professional and ethical manner, in compliance with the requirements of Council policies and procedures.• Take responsibility for and manage own work and contribute to a productive work environment.• Comply with Council's Code of Conduct and requirements of EEO and anti-discrimination policies.• Ensure accurate and timely record keeping in accordance with Council's requirements.
Work Health and Safety and Risk Management	<ul style="list-style-type: none">• Perform work in accordance with WHS Legislation and Council's policies and procedures.• Report all near misses/accidents, injury and illness as per Council policies to the immediate supervisor.• Contribute to work health and safety of self and others.• Attend and participate in all training as directed.• Assist council supervisors and managers in identifying and assessing hazards at the workplace.• Be aware of and follow Council's risk management procedures when undertaking tasks or projects.• Do not interfere or misuse any safety device or equipment which has been provided.

Environmental	<ul style="list-style-type: none"> Consider the protection of the environment when undertaking Council activities.
Privacy and Confidentiality	<ul style="list-style-type: none"> In this role you will come in contact with information that is extremely sensitive and private. The matter of client confidentiality is paramount. The Council collects personal information from clients for purposes covered within the Privacy and Personal Information Protection Act 1998. This information cannot be used for any purpose other than that which is specifically authorised by the client at the time of collection. Nor can this information, or any impressions gained in the process of interaction with the client, be given either verbally or in any written or electronic form, to any other person other than those duly authorised by Council. Breaches of this condition will be dealt with in accordance with the Local Government (State) Award.

Key relationships

Internal	External
Practice Manager	Members of the Public

Compulsory requirements of the position

- The successful candidate will be required to undertake pre-employment screening and achieve a satisfactory outcome.
- It is an inherent requirement of this position that the successful candidate be immunised as one form of control to minimise workplace illness/disease. The following vaccinations are required and will be arranged upon commencement – Hepatitis A and B and/or Tetanus.

Essential requirements

- Qualifications in business/office administration or related discipline or demonstrated knowledge of business administration principles, practices and systems, with proficiency in office technology and a demonstrated ability to apply effective and efficient office management skills.
- Demonstrated well-developed organisational skills to manage competing priorities, monitor and report progress and complete set outcomes within tight deadlines.
- Proven high level attention to detail and accuracy, with demonstrated ability to research, think analytically and plan work with proven problem-solving skills and the ability to apply knowledge and experience to issues to develop options and recommendations for their resolution.
- Proven ability to communicate clearly, accurately and effectively both verbally and in writing with a high degree of confidentiality and discretion including the ability to prepare and interpret routine reports and business correspondence/documents.
- Proven proficient computer literacy with demonstrated aptitude in data entry and management, working with Microsoft Office programs - particularly Outlook, Word Excel and Access, with the capacity to adapt from other software applications to the Medical Centre's software.
- Hold a current class C drivers' licence.

Desirable requirements





- Tertiary qualifications at AQF Level 3 (Cert III) or above in Business Administration (Medical), Business Management, Administration or an associated business-related discipline, OR equivalent

demonstrated administrative experience in the public or private sector over a period of at least 2 years.

8. Hold a current First Aid Certificate and/or relevant knowledge or experience of Best Practice CPR or Triage training.
9. Relevant knowledge of Medical terminology.
10. Relevant knowledge of the State Records Act 1998, Government Information (Public Access) Act 2009, Freedom of Information Act 1982, Privacy Act 1988, Local Government Act 1993, Work Health and Safety Act 2011, and any other relevant legislation.

Capabilities for the role

Carrathool Shire Council’s Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance, or, “how we do things around here”. It builds on our organisational values and creates a common sense of purpose for all staff at all levels of the workforce. Below is the full list of capabilities and the level required for this position. The capability names in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.









Core Organisational Capabilities			
Capability Group	Capability Name	Level	Stream
 Personal attributes	Manage Self	Foundational	2
	Display Resilience and Adaptability	Foundational	3
	Act with Integrity and Courage	Foundational	1
	Demonstrate Accountability	Foundational	4
	Communicate and Engage	Intermediate	2
 Relationships	Community and Customer Focus	Intermediate	1
	Work Collaboratively	Foundational	3
	Influence and Negotiate	Foundational	4
	Plan and Prioritise	Foundational	2
 Results	Think and Solve Problems	Foundational	3
	Create and Innovate	Foundational	4
	Deliver Quality Results	Intermediate	1
	Finance	Foundational	3
 Resources	Assets, Tools and Resources	Foundational	2
	Technology and Information	Intermediate	1
	Procurement and Contracts	Foundational	4

Streams

Streams identified for the position are the remainder capabilities prioritised in order for future development and progression. These must be demonstrated to progress through further steps. For further details of these capabilities refer to Councils Capability framework.

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Core Organisational Capabilities		
Group and Capability	Level	Behavioural Indicators
 <p>Personal Attributes Act with integrity and courage</p>	<p>Foundational</p> 	<ul style="list-style-type: none"> • Is open, honest • Tells the truth and admits to mistakes • Follows the code of conduct, policies, procedures and other guidelines • Speaks up and reports inappropriate behaviour and misconduct • Maintains confidentiality of customer and organisational information
 <p>Relationships Community and Customer Focus</p>	<p>Intermediate</p> 	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs. • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities. • Takes responsibility for resolving customer issues and needs.
 <p>Results Deliver Quality Results</p>	<p>Intermediate</p> 	<ul style="list-style-type: none"> • Takes the initiative to progress work tasks under guidance • Identifies what information/resources are needed to complete work tasks • Consistently delivers key work outputs on time
 <p>Resources Technology and Information</p>	<p>Intermediate</p> 	<ul style="list-style-type: none"> • Makes effective use of records, information, and knowledge management systems. • Supports the introduction of new technologies to improve efficiency and effectiveness

Progression skills, qualifications and experience

Progression through the salary system is based upon the acquisition and use of skills and/or employee performance/behaviour. Below are the skills required for progression at each step at and above:

Step 1 (Entry Level) Essential Criteria	<ul style="list-style-type: none">• Qualifications in business/office administration or related discipline or demonstrated knowledge of business administration principles, practices and systems, with proficiency in office technology and a demonstrated ability to apply effective and efficient office management skills.• Demonstrated well-developed organisational skills to manage competing priorities, monitor and report progress and complete set outcomes within tight deadlines.• Proven high level attention to detail and accuracy, with demonstrated ability to research, think analytically and plan work with proven problem-solving skills and the ability to apply knowledge and experience to issues to develop options and recommendations for their resolution.• Proven ability to communicate clearly, accurately and effectively both verbally and in writing with a high degree of confidentiality and discretion including the ability to prepare and interpret routine reports and business correspondence/documents.• Proven proficient computer literacy with demonstrated aptitude in data entry and management, working with Microsoft Office programs - particularly Outlook, Word Excel and Access, with the capacity to adapt from other software applications to the Medical Centre's software.• Hold a current class C drivers' licence.
Step 2	<ul style="list-style-type: none">• Prerequisites from Steps 1 plus:• Council's general induction completed.• Attainment of First Aid Certificate and CPR.• Working knowledge of infection controls standards.• Demonstrates Stream 1 Capabilities.
Step 3	<ul style="list-style-type: none">• Prerequisites from Steps 1 and 2 plus:• Demonstrated ability to effectively manage customers complaints and disgruntled or undesirable members of the public.• Demonstrates the ability to utilise Word, Excel, Microsoft Outlook and record management systems.• Demonstrates Stream 1 and 2 Capabilities.

Step 4

- Prerequisites from Steps 1, 2 and 3 plus:
- Demonstrated ability to accurately conduct front desk triage
- Demonstrated knowledge of relevant knowledge of Medical terminology.
- Working knowledge of the State Records Act 1998, Government Information (Public Access) Act 2009, Freedom of Information Act 1982, Privacy Act 1988, Local Government Act 1993, Work Health and Safety Act 2011, and any other relevant legislation.
- Demonstrates Stream 1, 2 and 3 Capabilities.

Step 5

- Prerequisites from Steps 1, 2, 3 and 4 plus:
 - Attainment of Cert IV Business Administration.
 - Records are secured, accessible, kept accurately and are maintained in accordance with relevant legislation and Council requirements.
 - Demonstrates Stream 1, 2, 3 and 4 Capabilities.
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Additional information

This position description is indicative and not to be considered as a comprehensive, complete, and/or exhaustive list of responsibilities, duties, and accountabilities. Just as Council is adaptive and responsive, Council's roles are similarly dynamic. This role may evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation, or as a result of ongoing professional learning, organisational development or continuous improvement, which are fundamental tenets of Council's operations.

Declaration

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Carrathool Shire Council from time to time as necessary.

Employee's Name _____

Employee's Signature _____ Date ____ / ____ / _____

HR Signature _____ Date ____ / ____ / _____