

POSITION DESCRIPTION **TEMPLATE**

POSITION TITLE	Administration Officer – NSLHD Oral Health
STAFFLINK POSITION NO.	
COST CENTRE	
CLASSIFICATION	Administration Officer Level 3
AWARD	Health Employees Administrative Staff (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Driver's Licence
VACCINATION CATEGORY	X Category A
PRE-EMPLOYMENT SCREENING CHECKS	<input checked="" type="checkbox"/> National Criminal Record Check
RESPONSIBLE TO	Principal Dental Assistant Business Manager Oral Health
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	<p>This position is required to provide support to a multidisciplinary team. The Administration Officer provides a comprehensive range of administration support and customer service to the staff and patients of NSLHD Oral Health, in a fast paced and high demand service. The incumbent will provide a professional and efficient service to patients, clinicians, and staff of the dental clinic and provide a level of technical competence that facilitates the provision of services at all levels.</p> <p>The position plays a pivotal role in ensuring all reception processes and agreed outcomes are maintained. This position plays a vital role in ensuring the dental clinics are effectively managing the demand in patient presentations, including but not limited to creating and registering patients in eMR, merging patients in Titanium (electronic record), triaging and booking patients on the correct waitlist, cancelling and rebooking of appointments, managing emergency and walk-in patients, and inpatient referrals.</p> <p>The Administration Officer will be required to work at other NSLHD Dental Clinics as required in accordance with the needs of the organisation to adequately deliver services.</p>
KEY ACCOUNTABILITIES (Maximum of 8)	Complete all administrative duties relating to managing the patient journey in the dental clinic, including prompt and efficient processing of all necessary patient enquiries, creating and registering patients in eMR and Titanium, promoting Child Dental Benefit Scheme and check and document eligibility, triaging of patients using the Titanium eform, bookings and waitlist functions. Related duties are to be completed with a high level of accuracy in accordance with the standards, key performance indicators

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	and expectations stipulated in the NSW Health Priority Oral Health Program and Eligibility Criteria policies.	
	Maintain strong and cooperative relationships with the Booking Team, dental staff and managers to support and coordinate the delivery of clinical services in a high demand service.	
	Provide administrative support in dental clinic settings, including but not limited to creating and registering patients in eMR, merging patients in Titanium (electronic record), triaging and booking patients on the correct waitlist , re-scheduling and cancelling appointments, organising Interpreter or transport bookings, data entry, clinical documentation management, and coordination of all correspondence for action by utilising appropriate systems and meeting deadlines. Tasks are to be completed in order of priority, within deadlines.	
	Performing some duties under broad supervision and some independently, use initiative in performing day to day operational matters. Ensure all correspondence, eMR and Titanium data entry is accurate and update any missing and/or incorrect information as a matter of priority.	
	Communicate effectively and empathetically with all stakeholders, ensuring that staff are aware of issues that arise and may affect the efficiency of the service. Demonstrate professionalism and respect at all times and provide appropriate initial response to external complaints from patients and families and refer to the Consumer Liaison Officer. At all times, the Administration Officer will maintain a friendly demeanour towards staff associated with the Department and display excellent communication and problem solving skills in helping them with any issues in a quick and efficient manner.	
	Oversight responsibility for the reception common areas including the management of information available to ensure it is contemporaneous and appropriate for a health setting.	
	Ensure all mandatory training and/or training relevant to the role is completed within designated timeframes.	
	Perform all other duties appropriate to this position as directed by the NSLHD Management team.	
KEY CHALLENGES (Maximum of 3)	Working in a demanding, fast paced work environment where there are competing priorities, working to strict deadlines and guidelines, maintaining familiarity with the necessary range of policies and guidelines.	
	Ensuring efficient and empathic communication with all stakeholders including working autonomously and independently with a high degree of responsibility and accuracy whilst exercising own initiative to problem solve and manage significant issues in the absence of the Manager.	
	Maintaining privacy and confidentiality	
KEY INTERNAL RELATIONSHIPS	WHO	WHY
	Line Managers	To report on day to day tasks and any issues as they arise.

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<i>(Maximum of 3)</i>	All NSLHD Oral Health Staff	Develop and maintain effective working relationships and open channels of communication
KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Patients, Carers, Visitors	To provide sound and reliable advice, manage expectation, resolve and provide solutions to issues, and negotiate outcomes and timeframes
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation: Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders, colleagues, direct reports, as well as our patients and consumers and those that care for them.	
	Demonstrated experience in providing high level administrative support	
	Demonstrated high level organisational skills with ability to work in a high volume work environment, work under pressure, prioritise tasks and meet deadlines.	
	Excellent verbal and written communication skills and strong interpersonal skills with demonstrated ability to build positive working relationships and ability to effectively communicate with a wide range of internal and external stakeholders	
	Demonstrated strong customer service skills with a commitment to providing a high quality standard of service	
	Proven ability to work independently with minimal direction and supervision and as part of a team and enhance positive work culture.	
	Demonstrated liaison, negotiation, analytical and problem solving skills	
	Demonstrated advanced computer and software skills including email, word, excel, information systems (e.g. eMR, Titanium) and attention to detail with a willingness to undertake relevant training.	
	Demonstrated flexibility with work duties and willingness to travel to other dental clinics according to service needs. Current NSW Driver's Licence.	

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JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis
Occasional: activity exists up to 1/3 of the time when performing the job
Frequent: activity exists between 1/3 and 2/3 of the time when performing the job
Constant: activity exists for more than 2/3 or the time when performing the job
Repetitive: activity involved repetitive movements
Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Infrequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Not applicable
Kneeling - remaining in a kneeling posture to perform tasks	Not applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Not applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Not applicable
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent

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Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Occasional
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not applicable
Driving - Operating any motor powered vehicle	Infrequent
Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Not applicable
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Not applicable
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Not applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Not applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	Not applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Not applicable

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Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable