

Working in Southern NSW Local Health District - People Caring for People

Working with our communities to foster trust and engagement in the care they need to live healthy lives. Our staff work in collaboration with other health care team members to ensure the needs of our patients and families are central to all decision making.

When you choose to work within the Southern NSW Local Health District, **you are committing to and are accountable for demonstrating the CORE values and behaviours of Collaboration, Openness, Respect and Empowerment.**

Complete this Position Description template after reading the [SNSWLHD Guide to Writing a Position Description](#). Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Position Title	Network Medical Concierge
Award	Health Employees Administrative Staff (State) Award
Position Classification	Admin Of Lvl 4
Stafflink position number	If known – if multiple positions numbers, leave blank
Does this role manage or supervise others?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<u>Vaccination Risk Category</u>	<input checked="" type="checkbox"/> Category A <input type="checkbox"/> Category A High Risk <input type="checkbox"/> Category B
Primary Purpose of role <i>(Why does this role exist? 1 or 2 sentences only)</i>	The Medical Administration/Roster Officer provides medical administration support services to the team/department to support the achievement of the unit/department outcomes.

Key Accountabilities *(max of 8-10 key accountabilities)*

1. Provide high level administration support throughout the staff lifecycle such as recruitment, induction, leave management, rostering, payroll and exit to meet workload through appropriate staffing levels.
2. Utilise organisational skills, initiative and judgement to set priorities and manage workflows with limited direction using established principles, techniques and methods to support the service delivery of the unit/department and ensure all activities and tasks are completed in accordance with their identified urgency and priority.
3. Provide excellent, professional customer service to share information and build relationships that positively promote the organisation to attract a skilled medical workforce contributing to a culture of quality improvement creating an attractive place to work.
4. Prepare documents and assist with the interpretation of policy and provision of training and advice for all medical administration activities to support the service delivery of the unit/department.

Key Challenges *(max of 3 key challenges)*

1. Managing competing priorities collaboratively meeting strict deadlines in a demanding, complex work environment.
2. Utilising judgement and initiative to provide high level administrative support and customer service.

Key Relationships

Network Medical Concierge



Who?		Why?
Internal Relationships (max of 3 internal relationships)		
1	Manager (operational and professional reporting lines)	Receive direction, escalate issues and share information
2	Team	Participate in meetings, share information, coordinate workload
3	Network Medical Staff	Ensure the provision of a customer focused service, respond to queries and resolve issues
Does this role routinely interact with external Stakeholders?		
<input checked="" type="checkbox"/> Yes (max of 2 external stakeholders) <input type="checkbox"/> No		
1	Service Providers	Receive queries, identify and escalate issues
2		

Staffing

Direct Reports	0.00 FTE
Indirect Reports	0.00 FTE

Essential Requirements

--

Selection Criteria (max of 8 selection criteria, including any Essential Requirements like AHPRA)

1. Demonstrated experience in Administrative/Clerical functions with ability to understand and interpret policies, procedures and awards.
2. Sound knowledge of Microsoft Office suite and relevant industry specific software programs, including rostering systems.
3. Proven organisational and time management skills with the ability to meet deadlines and manage competing demands in an often reactive environment.
4. Demonstrated ability to work with minimal supervision with proven ability to be flexible in attaining work goals and work as an effective team member.
5. Demonstrated excellent customer service skills with proven verbal and written skills.
6. Excellent communication and interpersonal skills.
7. Current unrestricted drivers' licence and the ability to maintain. Ability and willingness to drive/travel as the role requires. This may involve driving long distances.

Other Requirements

(Note this section is standard across SNSWLHD and is not to be changed or edited)

Southern NSW Local Health District is committed to providing a patient centred environment focusing on all aspects of patient safety and quality. Each employee has a responsibility to ensure the highest standard of quality care. Role and responsibilities are to be performed in a manner that is in accordance with relevant legislation, awards, state and local policies, procedures and guidelines.

All employees contribute to a constructive workplace culture and a safe workplace by modelling the organisation's CORE values of Collaboration, Openness, Respect and Empowerment (CORE) and ensuring all workplace conduct aligns with the behaviours associated with those values and the NSW Health Code of Conduct.

All employees participate in the performance development and review process for own professional/personal development and to identify educational and development needs.

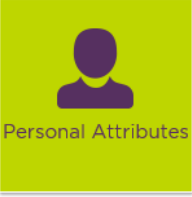



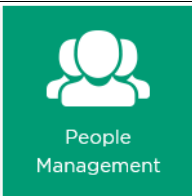

Network Medical Concierge

All employees are required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health and Safety legislation.

DRAFT

Network Medical Concierge



Capability Framework			
Capability Group	Capability	Level	Focus
 Personal Attributes	Display Resilience and Courage		
	Act with Integrity		
	Manage Self		
	Value Diversity		
 Relationships	Communicate Effectively		
	Commitment to Customer Service		
	Work Collaboratively		
	Influence and Negotiate		
 Results	Deliver Results		
	Plan and Prioritise		
	Think and Solve Problems		
	Demonstrate Accountability		
 Business Enablers	Finance		
	Technology		
	Procurement and Contract Management		
	Project Management		
 People Management	Manage & Develop People		
	Inspire Direction and Purpose		
	Optimise Business Outcomes		
	Manage Reform and Change		
 Occupation Specific	Human Resources	Further discussion required	
	Finance	Further discussion required	
	Procurement	Further discussion required	
	ICT	Further discussion required	