



POSITION DESCRIPTION

Patient Services Officer

Purpose

To perform medical administration & other tasks to ensure smooth and efficient functioning of the practice and provide an exceptional standard of care to our patients and medical professionals.

Reporting

Reports to	PSO Team Leaders / Operations Manager
Direct Reports	Nil

Key Selection Criteria

- Experience in customer service and highly skilled in all aspects of administration
- Ability to maintain a high level of professionalism and confidentiality
- Excellent communication skills, written and verbal
- Ability to work independently, show initiative and work productively within a team environment
- Ability to communicate with a diverse range of people
- Computer software and systems proficiency

Responsibilities

- Open and close clinic as per set procedure
- Make appointments for patients following set procedures
- Handling payments
- Enter and update patient registrations and patient notes
- Receive and convey messages in writing, verbally and electronically
- Maintain reception area in a tidy and welcoming manner
- Ensure forms and information are correct and current
- Preparing incoming and outgoing mail
- Scanning and/or filing patient correspondence
- Maintain patient database and information
- Ensuring practice rooms are stocked appropriately
- Monitor patient waiting times and inform patients of possible delays
- Any other administration as required of the Operations Manager and Team Leaders

Other Duties

- Actively participate in general staff meetings and professional development activities
- Attend internal and external training sessions when required
- Knowledge of occupational health and safety principles including infection control
- Deal with emergencies by following set procedures
- Liaise with GPs, health professionals and their staff

Expected behaviours and personal attributes

- Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs
- Excellent interpersonal and communication skills
- Well-presented, friendly, courteous and obliging
- Representing the practice in a positive manner at all times
- Undertake all duties in a diligent manner, with honesty and integrity
- Maintain absolute confidentiality regarding patient and practice information
- A vigilant attitude to accuracy
- Work cooperatively and independently
- Ability to prioritise and organise, with attention to detail
- A commitment to ongoing professional development
- Flexibility in working hours

Hours of work

Negotiable

Monday to Friday shifts: 0745 – 1645, 0815 – 1715, 0830 – 1730, 0900 – close

Saturday Shifts: 0830 – 1130 and 0830 to close (rotation)

It is expected that our staff will work extra time or days on occasions if this is required to deliver essential patient care.

Breaks: 60 minutes for lunch and 10 minutes each for morning and afternoon tea to be taken in shifts with other staff to ensure continuity of care.

Education, Qualifications and Experience

Essential:

- Proficiency in MS Office Suite
- Evidence of Covid-19 vaccinations

Desirable:

- Qualifications in medical reception or administration
- Medical field background
- Experience with specific social groups serviced by practice, such as adolescents, aged care, migrant or refugee groups, Aboriginal & Torres Strait Islanders, etc.

Other features

- Qualifying probation period of 6 months
- Potential for contact with hazardous material such as blood & bodily fluids
- May be required to have some immunisations
- Applicants require a working with vulnerable people check