



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, 0830 – 1700, 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: 30 or 60 minutes for lunch as rostered 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

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