

## POSITION DESCRIPTION

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<b>Position Title:</b>	Outpatients Administration Coordinator
<b>Business Unit/Division:</b>	Outpatient Services
<b>Award Agreement:</b>	Award 10
<b>Classification:</b>	HS2
<b>Employment Type:</b>	Full Time
<b>Reports to:</b>	Team Leader, Outpatient Services
<b>Date Prepared/Updated:</b>	September 2025

**General Role Statement:**

This role is non-clinical and requires you to effectively manage reception desks, provide comprehensive customer service and administrative support to staff, patients and relatives. You will liaise directly with medical and clinical staff and ensure daily responsibilities are achieved within your allocated portfolio

## ORGANISATIONAL OVERVIEW

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### Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

**Our Vision:**

Creating a healthier future by working together, innovating and delivering great care.

**Our Values:**

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

## **ROLE STATEMENT**

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This role is non-clinical and requires you to effectively manage reception desks, provide comprehensive customer service and administrative support to staff, patients and relatives. You will liaise directly with medical and clinical staff and ensure daily responsibilities are achieved within your allocated portfolio and be available to attend clinics operating across all Northern Health sites.

This position is responsible for:

- Providing comprehensive, high-level customer service to patients, relatives, medical and clinical staff.
- Perform a wide range of administrative support duties.
- Ensuring daily responsibilities are met within your allocated portfolio and escalate to Team Leader if required.
- Liaise effectively with medical and clinical staff regarding clinic operations.
- Manage outpatient reception desks across Northern Health sites.
- Attend and provide support to outpatient clinics across all Northern Health campuses as required.
- Management of dedicated mailbox for Outpatient Services Pod
- Extract & Analyse data to support monthly reporting requirements.
- Maintain professionalism, privacy, and confidentiality at all times.
- Adapt to clinic and service needs, including participation in late rosters and cross-campus duties.

**All employees:****Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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**Leadership**

- Act as preceptor for new Administration Officers recruited to Outpatient Services Department.
- Support and foster collaborative working relationships across Northern Health.
- Establish and maintain excellent relationships with internal stakeholders across all levels in the health service to deliver high quality care to our patients.
- Establish positive relationships with colleagues.
- Liaise with all clinical areas/roles in relation to service delivery compliance.
- Provide accurate information to patient and family members in relation to all administrative aspects of their hospital episode and general information within the framework of privacy legislation.
- Build customer relationships and greet customers and patients promptly and courteously.
- Escalate overbooked clinics to treating clinician.
- Escalate clinical patient queries to relevant specialty nurse or treating clinician.
- Participate in all relevant department meetings.
- Participation in cross-training of other portfolios and provide appropriate leave coverage.
- Participate in the training requirements of the department.

**Strategic and Project Management Leadership**

- Identify and address areas of improvement regarding clinic flow with the Team Leader and/or Head of Unit.
- Assist the Team Leader in implementing new workflow practices within current administrative role.
- Assist in developing and implementing best practice policies, procedures and guidelines.
- Assist the Administration Team Leader to establish and maintain the departmental procedure manual.
- Actively support outpatient services process and system enhancement initiatives.
- Utilise NH reporting portal to access and report on specialty performances

- Coordinate clinician leave impacting clinics by ensuring patients are rescheduled as advised, and clinics are either closed or covered in line with the clinic leave management process. This includes managing the closure of clinic templates as required.
- Co-ordinate clinic template change requests by clinician in accordance to outpatient policy and procedure.
- Review and amend exception/error reports.
- Review outstanding outcomes and liaise with treating clinician to resolve booking issues.
- Ensure monthly reports and data are provided to the Head of Unit, Administration Manager, or Team Leader, covering wait lists, planned appointments, referral outcome KPIs, and clinic activity for review and commentary.

### Organisation-Wide Contribution

- Be actively committed to achieving KPIs.
- Participate in the department's quality activities and initiatives.
- Contribute to departmental efficiency by effective utilisation of time and resources.
- Work within a team environment through liaison with all members of the Outpatient Services team.
- Provide support and cover for fellow Outpatients Administration Coordinators and their portfolios due to annual/personal leave as required at short notice.
- Work within a rostered framework and cross-campus to meet department needs.
- Compliance with all mandatory training.
- Comply with the Code of Conduct.
- Management of dedicated mailbox for Outpatient Services Pod.
- Delivery of accurate and timely allocation of appointments.
- Manage planned appointment allocation for all appointment types within allocated portfolio.
- Ensure all available appointment slots are filled prior to clinic.
- Assist with overbooking requests and identify clinic templates which need to be reviewed.
- Follow up patients who have not confirmed they are attending their appointment.
- Assist with inbound and outbound telephone calls.
- Undertake duties as outlined in Administration Officer, Outpatient Services position description.
- Participate in late roster duties.
- All general administration tasks as required.
- Perform any other administrative duties related to the department as directed by the Team Leader or Administration Manager.

### Diversity and Inclusion

- Demonstrate flexibility in line with changing priorities and situations.
- Willingness to achieve competence in all areas of Outpatient Services.
- Provide high level customer service to staff, medical staff, patients and visitors.
- Maintain a high level of privacy & confidentiality.
- Answer patient, visitor and staff enquiries.
- Manage and action patient correspondence.

### Innovation and Culture Change

- Prompt advice is to be provided to clinical staff and other stakeholders upon request.
- Work with clinical staff to contribute to the placement of patients on waiting lists, planned appointments, bookings for procedures and over bookings etc.
- Retrieve results from third party as requested by clinician.

## SELECTION CRITERIA

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### Qualifications, Registrations and Qualities

#### Essential

- Be available to work over the various campuses of Northern Health.
- Excellent computer skills in Microsoft Office Suite.
- Excellent personal presentation.
- Ability to work effectively without direct supervision.
- Effective communication and interpersonal skills.
- Ability to set priorities and to work under high pressure.
- Well-developed organisational skills.
- Effective problem-solving skills.
- Current Victorian Drivers Licence.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

#### Experience

- Extensive clerical experience in a health/service-oriented environment.
- Previous experience with iPM/hospital computer systems.

#### Knowledge, Skills and Behaviours

- Patient-centred approach to service delivery.
- Ability to use initiative and work autonomously and in a team.
- Proven ability to work within a collaborative environment
- Ability to problem solve in a variety of complex situations.
- Ability to analyse and interpret data.
- Have exceptional attention to detail and accuracy.
- Excellent computer skills and a willingness to learn new applications.
- Advanced interpersonal and time management skills.
- Good understanding and knowledge of VINAH reporting.
- Demonstrated ability to implement, lead and support change.
- Excellent written and verbal communication.
- Display impeccable communication and interpersonal skills.
- Conduct yourself with personal integrity.
- Developed time management skills, able to determine priorities and meet deadlines.
- Good documentation skills.
- Demonstrated ability to work accurately and effectively in a team environment.
- Ability to communicate with all levels of stakeholders.
- Team orientated; ability to reach common goals/objectives.

Employee Declaration

I  have read, understood and accept the above Position Description.  
(Please print name)

Signature:  Date: 

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