



**Swan Hill
District Health**
my hospital



Respect – Professionalism – Care – Commitment – Collaboration

Radiology Administration Leader (0.9FTE)

Applications are invited for the position of Radiology Administration Services Leader.

What does the job entail?

The Radiology Administration Leader will provide high level administrative support and customer service, enabling the delivery of a quality medical imaging service to the community and clinicians. The successful applicant will demonstrate excellent leadership, whilst providing support and guidance to the administrative team of the Radiology Department.

Responsibilities include, but are not limited to:

- Customer Service – ensuring excellence in the delivery of customer service to all patients, staff and visiting medical staff
- General Administration – collaboration with Chief Medical Imaging Technologist and other relevant parties to ensure excellence in the day to day running of the department.
- Accounts Management – Responsible for the overseeing of correct and accurate patient billing, invoicing, processing, and management of aged debts.
- Personnel Support – Responsible for providing leadership to the administrative staff of the Radiology Department and fostering their ongoing development.
- Departmental Co-ordination – ensuring that all administrative activities are in place and linked to the strategic plan and goals of the department and organisation.

Swan Hill District Health provides a wide range of clinical services including medical and surgical, aged care, community and primary health, emergency, renal dialysis, chemotherapy, pathology and radiography diagnostic services.

Key selection criteria

Essential:

- Previous experience in an administrative role in a health clinic setting
- Proven leadership experience
- Proven high level verbal and written communications skills
- Ability to prioritise workload, managing time efficiently, and to work with minimal supervision
- Highly organised and able to balance multiple tasks
- Competently use and learn a range of software applications
- Competency in Medical Terminology

Desirable:

- Previous Radiology administrative experience

For further information contact Chief Medical Imaging Technologist, Kate Irons E:kirons@shdh.org.au or 5033 9284.

Applications including the names of three referees should be forwarded to the Human Resources Manager, Swan Hill District Health, PO Box 483, Swan Hill 3585, Victoria or email: Employment@shdh.org.au.

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.

Closing Date: COB 25/05/2018



Position:	Radiology Administration Services Leader
Classification:	<i>HS2</i>
Department:	Radiology Department
Reports to:	Chief Radiographer
Position Summary:	<p>The Radiology Administration Leader will provide high level administrative support and customer service enabling the delivery of a quality medical imaging service to the community and clinicians. The successful applicant will demonstrate excellent leadership, whilst providing support and guidance to the administrative team of the Radiology Department.</p> <p>This position requires the Leader to provide assistance to patients, doctors and the Chief Radiographer, to ensure the smooth and efficient operations of SHDH Radiology. Assigned tasks and duties in response to organisational needs are to be carried out in a timely manner to best meet to needs of SHDH Radiology.</p>
Responsibilities:	<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • Customer Service – ensuring excellence in the delivery of customer service to all patients, staff and visiting medical staff; • Stakeholder Liaison – liaising with key stakeholders to ensure excellence in the day to day running of the department; • Accounts Management – Responsible for all patients’ billings, invoicing and processing and, management of aged debtors; • Staff Management – Responsible for the overall management of the SHDH Radiology administrative & reception staff inclusive of their on-going development; and • Departmental Administration Coordination – ensuring that all administrative activities are in place and linked to the key clinical management objectives of the department. • Hardwiring Excellence - The Leader will be responsible for Leader Rounding with Administrative Staff on a monthly basis and will be involved with Hardwiring Excellence Accountability Framework. <p>The position reports directly to the Chief Radiographer on performance and accountability. The positions’ work progress is closely monitored against targets as directed by the Chief Radiographer.</p> <ul style="list-style-type: none"> • The Office Leader will be expected to report against set targets and goals in the form of a mini monthly accountability meeting. • Responsible for the day to day management of patient accounts and receipting patient payments whilst effectively liaising with the accounts team. • Co-ordination of front reception activities, including answering the telephone, filing, word processing, data entry, medical audio typing, patient bookings and patient service facilitation. • Plan and coordinate the required resources to ensure effective patient

	<p>flow through the department.</p> <ul style="list-style-type: none"> • Support and encourage the delivery of quality care and service to meet customer and clinician expectations and SHDH's expectations. • Form effective relationships with not only departmental staff, but other administrative staff and managers to improve service delivery. • Role model and actively promote a culture of high quality patient care. • Establish and maintain relationships with key stakeholders, internal and external, including VMO's and maintain effective communications channels with these key stakeholders. • Demonstrate and provide leadership and expertise to support staff, while fostering an environment of staff recognition, trust and support. • Train, coach and support administrative team members to develop skills required to improve job performance. • Comply with and promote safe work practices in line with SHDH Policies and Protocols. • Ensure patient care and service is delivered in accordance with legislative requirements, industry codes of practice and hospital policies and procedures. • Promote a commitment to quality improvement by participating in and rewarding efforts to improve performance using the principals of quality improvement.
<p>Key Selection Criteria</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Previous demonstrated leadership or management experience is essential. • Demonstrated capability of working independently with a high level of autonomy and/or in supervising a small team • Demonstrated time management and work prioritisation skills • Demonstrated high level verbal and written communication skills • Competency in use of software applications such as Windows and Microsoft Office. • Competency in Medical Terminology. • Commitment to excellent client service and organisational values. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Previous experience working in a Radiology environment • Familiarity with software Comrad or similar RIS
<p>Salary/Award:</p>	<p>Health and Allied Services, Managers and Administration Workers Agreement (2016 – 2020)</p>
<p>Continuous Quality Improvement:</p>	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.

	<ul style="list-style-type: none"> We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>Recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Just Culture:	All staff are expected to support a Just Culture in which reporting is actively encouraged, with an emphasis on learning from issues that arise as opposed to blaming those involved.
Hardwiring for Excellence Values - Standards of Behaviour	SHDH strategic direction has a specific focus on developing strong leaders by improving communication and accountability across the continuum. In line with the SHDH Organisational Values and Standards of Behaviour Charter 2017, staff are expected to align and demonstrate these behaviours, not 'sometimes' but 'always' so as to create and maintain a culture of high performance.
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> Take reasonable care for your safety and the safety of others while at work. Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. Complete all Mandatory training requirements as identified and directed. Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Review:	Completion of My Work Plan on an annual basis.
Date Written	June 2011
Reviewed:	November 2017; May 2018

Managers Name:	Kate Irons
Managers Signature:	
Employees Name:	
Employees Signature:	

Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: _____

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice:- (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ Date:/...../.....

NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.

Enquiries:

Email address: hrmanager@shdh.org.au

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585