



Swan Hill
District Health
Connected Care. Best Experience.



Inclusive

Compassionate

Progressive

Accountable

Radiology Office Administrator

Full time – 76 hours per fortnight

Swan Hill District Health is pleased to offer the opportunity for an office administrator to join our progressive and enthusiastic Radiology team. The Radiology Office Administrator will provide high level all-rounder 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 interpersonal, communication and leadership skills.

About the role:

- Hours of work are 8.24am – 5pm with rostered break times.
- Work in a supportive and approachable team with a high focus on skills and training.
- Variety in work and a sense of achievement.
- Help build and develop the business operations of the Radiology Department.

Key Responsibilities:

- 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 maintain and increase referral network through liaising and building relationships with key stakeholders
- Accounts Management – Responsible for all patients' billings, invoicing and processing and, management of aged debtors;
- Staff Management – Responsible for the training and ongoing development of the SHDH Radiology administrative & reception staff; and
- Business Development – deliver success through innovative and strategic business development and improving process efficiencies

About You:

Essential:

- Previous demonstrated leadership qualities and/or management experience is essential.
- Demonstrated capability of working independently with a high level of autonomy
- Previous demonstrated experience in account keeping, billing and revenue efficacy
- Demonstrated time management and work prioritisation skills
- Demonstrated ability to develop and assess department workflow to improve efficiency
- Demonstrated high level verbal and written communication skills
- Competency in use of software applications such as Windows and Microsoft Office.
- Out of the box thinking for business/sales and process efficiencies
- Competency in Medical Terminology.
- Commitment to excellent client service and organisational values of connected care, best experience.
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.
- Current National Police Check and Working with Children check

Desirable:

- Previous experience working in a Radiology environment
- Familiarity with Radiology software Comrad or similar RIS
- Familiarity with stock control and ordering including Oracle ordering systems

About Swan Hill District Health: Swan Hill District Health is a 143 bed (including Aged Care), fully integrated rural public health facility servicing a greater community of around 35,000 people. Our vision at, Swan Hill District Health, is to provide clear, connected care, best experience for our community.

SHDH is a compassionate, family friendly employer where every employee is a valued team member. Inclusive of a perfect work/life balance, SHDH also provides:

- ◆A dynamic workplace
- ◆Discounted Corporate gym memberships
- ◆Free onsite car parking
- ◆Professional Development opportunities
- ◆Salary Sacrifice/Packaging
- ◆Employee Assistance Program

Enquiries about this role should be directed to Natalie Barnes, Radiology Manager, Ph: (03) 5033 9287 or E: nbarnes@shdh.org.au

To apply for this position: email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to employment@shdh.org.au.

You will find the full position description containing the key selection criteria & application for employment form in the attached documents. Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Applications close: 5.00pm Thursday 7 December 2023

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.

Position:	Radiology Office Administrator
Classification:	HS2
Department:	Radiology Department
Reports to:	Radiology Manager
Position Summary:	<p>The Radiology Office Administrator will provide high level all-rounder 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 interpersonal, communication and leadership skills.</p> <p>This position requires the Administrator to provide assistance to patients, practitioners, organisational staff and the Radiology Manager, to ensure the service provided is of the highest quality. The Administrator will ensure all 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 Department for smooth and efficient operations.</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 maintain and increase the referral network through liaising and building relationships with key referrers, including GP's, Allied Health practitioners and other healthcare providers; • Accounts Management – Responsible for all patients' billings, invoicing and processing and, management of aged debtors; • Staff Management – Responsible for the training and ongoing development of the SHDH Radiology administrative & reception staff; and • Business Development – deliver success through innovative and strategic business development and improving process efficiencies <p>The position reports directly to the Radiology Manager on performance and accountability. The positions' work progress is closely monitored against targets as directed by the Radiology Manager.</p> <ul style="list-style-type: none"> • The Office Administrator will be expected to report against set targets, KPIs 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 as well as receipting of cash, cheque and bank card transactions. • Plan, coordinate and review the required resources to ensure effective patient flow through the department. • 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 interdepartmental staff and managers to improve service delivery. • Role model and actively promote a culture of high-quality patient care.

	<ul style="list-style-type: none"> 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. Assist in procedures to enable active compliance with accrediting bodies Booking Radiography student placement requirements and liaise with university staff Provide assistance with other administrative tasks where required
Key Selection Criteria:	<p><i>Essential</i></p> <ul style="list-style-type: none"> Previous demonstrated leadership qualities and/or management experience is essential. Demonstrated capability of working independently with a high level of autonomy Previous demonstrated experience in account keeping, billing and revenue efficacy Demonstrated time management and work prioritisation skills Demonstrated ability to develop and assess department workflow to improve efficiency Demonstrated high level verbal and written communication skills Competency in use of software applications such as Windows and Microsoft Office. Out of the box thinking for business/sales and process efficiencies Competency in Medical Terminology. Commitment to excellent client service and organisational values of connected care, best experience. Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses. Current National Police Check and Working with Children check <p><i>Desirable:</i></p> <ul style="list-style-type: none"> Previous experience working in a Radiology environment Familiarity with Radiology software Comrad or similar RIS Familiarity with stock control and ordering including Oracle ordering systems
Salary/Award:	Health and Allied Services, Managers and Administration Workers Agreement (2021 – 2025)
Infection Control:	<ul style="list-style-type: none"> Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of residents, staff, visitors and the general public.

	<ul style="list-style-type: none"> The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.
Continuous Quality Improvement:	<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.
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>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.</p>
Child Safety:	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
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:	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
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.

	<ul style="list-style-type: none"> • 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.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	June 2011; November 2017; May 2018; September 2021;
Current:	November 2023
Managers Name:	Natalie Barnes
Managers Signature:	
Employees Name:	
Employees Signature:	