



POSITION DESCRIPTION - Melbourne Sexual Health Centre

Date revised:	November 2020
POSITION:	Client Services Coordinator
AWARD/AGREEMENT:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2009-11
CLASSIFICATION TITLE:	HS3
DEPARTMENT/DIVISION:	Melbourne Sexual Health Centre
ACCOUNTABLE TO:	Operations Manager
DIRECT REPORTS:	NIL
WORKS IN COLLABORATION WITH:	Clinical and ICT managers and staff MSHC

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities:

The Alfred is a major tertiary referral teaching hospital and provides a number of state-wide services.

Caulfield Hospital is a provider of a range of specialty services in the areas of community services, rehabilitation, aged care, residential care and aged mental health.

Sandringham Hospital has a strong focus on meeting the health needs of the local community.

Further information about Alfred Health is available at www.alfred.org.au

DEPARTMENT

MELBOURNE SEXUAL HEALTH CENTRE

Melbourne Sexual Health Centre (MSHC), a specialised unit for the diagnosis and treatment of sexually transmitted infections, (STIs), is located in Carlton. It part of the Cancer and Medical Specialties Directorate of Alfred Health. It has an established reputation for clinical excellence and innovation through its research.

MSHC provides screening, testing, counselling, information, referral, health education and clinical management of STIs including HIV/AIDS and hepatitis C. It is reputed as a leader in sexual health with ongoing active focus on post-graduate training and education, clinical consultancy and research. The staff of approximately 70 includes Infrastructure support, Counsellors, Doctors, Nurses, Researchers and post graduate students.

POSITION SUMMARY

The Client Services Coordinator is central to the effective operation of administrative and clinical services at MSHC. Managing a dedicated administrative team to cover two specialised clinics in a highly confidential and sensitive environment, this role ensures that all non clinical client services underpinning the clinic are supplied. This position supervises and leads the Client Services Team and is responsible for the day to day provision of administrative support to MSHC clients and staff. These administrative services include reception, appointments, switchboard, postage management, integrity of client information, Medicare billing, referral management, medical records management and scanning. Medical records handling and management against state and local requirements is a large part of this position's responsibility. This position also coordinates payroll for business support and clinical staff.

This position also takes responsibility for rostering Client Services staff to ensure all positions are covered, training of new administrative staff, security card provision, and payroll coordination including all necessary forms and paperwork. The role involves constant communication with a wide variety of stakeholders and clients and responsiveness to their needs.

KEY RESPONSIBILITIES

Client services

- Roster Administration staff to cover administrative and client support services in Main Clinic and Green Room, making adjustments for planned and unplanned leave.
- Maintain an intimate knowledge of all clinic interactions to have input into more complex process requiring long term solutions
- Liaise with Operations Manager, ICT, clinical and research groups to fulfil the expectations of the clinics.
- Maintain the integrity of individual client medical records including accurate incorporation of non electronic information
- Facilitate interpreter services for clinicians
- Be fully confident in all rostered roles of the Client Services Team and participate in weekly roster. (Switch, Scout, Reception, Green Room)

Team coordination and support

- Maintain Administration policy and procedures and ensure consistency of application across MSHC.
- Through consultation, proactively evolve administration policy and procedure to maintain efficient work practices
- Ensure adequate orientation, training and mentoring of Client Services staff to achieve workplace goals
- Participate in solutions for immediate process problems day to day and ensure any changes arising are communicated to staff

Medical records management

- Provide seamless interface between paper-based and electronic medical records

- Be expert user of CPMS ensuring that archiving mechanisms take into account the requirements of future medical records destruction.
- Maintain processes that allow ease of tracking and retrieval of individual medical records once archived.
- Ensure that medical records are archived in accordance to MSHC Guidelines.
- Ensure that medical records are destroyed in line with legislative requirements for Victorian public records and DOH HIV guidelines
- Apply all exception rules for destruction of records including those pertaining to clinical trials and local subsets of clients.
- In consultation with end users, ICT and Operations Manager provide feedback to CPMS programmers to ensure all rules are applied to the medical record.
- Liaise with Alfred Health MRI for ongoing advice

Centre wide general office management

- Maintain knowledge of Kronos payroll system
- Accurate and timely data entry into Kronos payroll system for business support staff to ensure accurate payment of staff for hours work/ leave taken
- Assist in fortnightly timesheet preparation for medical staff and associated documents to ensure timely delivery to Alfred Health Payroll Services at CGMC
- Reconciliation of planned and unplanned absences entered into Ehub system with Kronos payroll system to ensure accurate payment of staff for hours work/ leave taken
- Maintain records of leave taking and variations to employment for MSHC managers
- Liaise with Alfred Health Payroll Services in reference to queries and information.
- Operate the security system to produce security cards and allocate individual staff access to building as appropriate to their position at MSHC
- Supervise general office for MSHC including switchboard, alarm system and all mail activities

Other responsibilities

- Be familiar enough with the role of Operations Manager to deputise if required
- Participate in Needle Exchange Program as operated from MSHC
 - Other tasks as requested by Operations Manager
 - Commitment to Alfred Hospital's performance management process

KEY CAPABILITIES:

- Demonstrated leadership, problem solving and time management skills
- Ability to be flexible, identify priorities, and trouble shoot for positive outcomes
- Well developed time management skills
- Demonstrated capacity to quickly learn new computer systems
- Sensitivity to issues surrounding sexually transmissible infections including HIV/AIDS
- Understanding of Victorian Public Records legislation and how to apply in the work place

- Thorough understanding of and commitment to the principles of privacy and confidentiality
- Proven ability to work autonomously with a team framework
- Proven ability to independently troubleshoot administrative issues
- Capacity to operate effectively in a changing organisational environment
- Demonstrated ability to deal empathetically with clients from varied backgrounds
- Possess open minded, non-judgemental and flexible attitude
- Demonstrated ability to communicate effectively to staff and clients alike
- Be punctual and reliable
- High level attention to detail
- Accuracy in data entry
- Commitment to personal and career development as outlined in Alfred Health's performance management processes

QUALIFICATIONS/EXPERIENCE

- Proven experience in managing a team
- Experience in face to face client/ patient/ customer service and knowledge of best practice customer service
- Demonstrated experience of dynamic self directed teamwork and driving change
- Experience in providing reception and administrative support functions in a health care setting
- Experience in providing non clinical Client Services in a highly sensitive, confidential and complex environment
- Experience in medical records administration including creation, archiving, tracking and destruction
- Proven computer literacy across the Windows platform
- Familiarity with payroll and rostering an advantage
- Proven ability to communicate effectively with a diverse range of clients and peers
- Excellent telephone manner

Values

Values consistent with those of Alfred Health which are:

- Caring and responding to our patients
- Encouraging and achieving excellence, continual learning and improvement
- Working in partnership and co-operation
- Being responsible and accountable for the services we provide
- Achievement through team work
- Treating people with integrity, in a friendly, trusting and respectful manner and environment.

QUALITY, SAFETY, RISK and 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 guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines. Comply with relevant privacy legislation.
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

Position Description authorised by: Suzanne Amisano, Operations Manager

Date: November 2020

Accepted by Dated