



# Position Description

## Consulting Rooms Coordinator

Wesley Consulting Rooms Kogarah  
August 2022

### Agreement

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Signed–Manager

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Signed–Employee

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Date

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Date



# Consulting Rooms Coordinator

## Wesley Consulting Rooms Kogarah

### 1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

### 2 Overview of Wesley Consulting Rooms Kogarah

Wesley Consulting Rooms Kogarah provide psychiatrists and allied health professionals with rooms for mental health consultations with their private patients. The rooms, secretarial staff and administration services are provided by Wesley Mission under a Rental Agreement.

### 3 Overview of role

The Consulting Rooms Coordinator has the following responsibilities:

- provide practice management support to the doctors and allied health professionals who rent rooms for consultations with their private patients
- fulfil the fee-for-service secretarial and administrative responsibilities specified in the Room Rental Agreement
- operate within the approved Wesley Mission Budget or Forecast
- other duties consistent with the role as requested from time to time by the manager.

### 4 Relationships

- Reports to: Business Manager
- Direct reports: Consulting Rooms staff
- Interacts with: psychiatrists, allied health professionals, patients and visitors, vendors, contractors and service providers, Head of Hospitals, Director of Clinical Services and staff, Hospitals Administration Coordinator and teams, Quality Risk Compliance Specialist, Staff Support Coordinator, Hotel Services Team Leader and teams, head office support functions including Human Resources, Payroll, WHS, Information Services, Finance.

## **5 Major role responsibilities**

### **5.1 Our clients**

- be the main point of contact for psychiatrists and allied health professionals practising in the consulting rooms, resolving issues and concerns promptly
- ensure that the Consulting Rooms team is client-focused including patients, carers, clinicians, staff, services contractors, other visitors
- set up psychiatrists and allied health professionals to practise including room rental agreements, registrations, banking, software access and training, and equipment
- accommodate individual administrative requests where possible such as diary management, new patient referrals, recovery of outstanding patient fees
- roster staff to cover opening hours and variable daily workload including reception and back office, planned and unplanned leave
- participate in monthly practice meetings, and follow up actions
- be a strong ambassador for the Wesley Consulting Rooms team.

#### **5.1.1 Performance Measures**

- client satisfaction with the information and service they receive
- issues and complaints addressed and resolved promptly

### **5.2 Our people (our team)**

- lead a customer service approach within the consulting rooms team including backfilling vacancies and absences, occasional out of hours contact e.g. scheduling shifts at short notice
- recruit, induct, train and roster suitably qualified and experienced staff, and ensure they are skilled and supported in their roles including customer service, issue resolution, systems and processes to fulfil the operational and financial requirements of the consulting rooms and Wesley Mission
- create a team culture of inspiration and passion for Wesley Mission
- promote and ensure adherence to Wesley Mission brand by all members of the team
- ensure all Human Resource (HR) policies and procedures are understood and adhered to, and seek consultation with the HR department as required
- set KPI's by department and for individual staff members and document within Employee Contribution and Development Plans
- on a quarterly basis, conduct and document individual meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings with your team.

#### **5.2.1 Performance Measures**

- High staff engagement as demonstrated through staff satisfaction surveys
- Healthy teamwork culture evident including cross-skilling, multi-tasking, problem-solving

### **5.3 Our operations**

- lead consulting rooms team and functions by managing time and priorities including staff coverage, issue resolution, projects
- Undertake routine medical secretary and administration duties as needed, including but not limited to mail, photocopying, record keeping, filing, typing letters and reports, reception including telephone enquiries and appointments, patient greeting and fee payment processing, debtor management, data entry and reporting, practice accounting and cash handling
- Manage the allocation of rooms to maximise occupancy, issue monthly room hire invoices and statements
- maintain current fee and rate schedules as per Health Insurance Commission guidelines including Medicare and private health funds
- collaborate with Wesley Ashfield Consulting Rooms Coordinator for staff coverage as needed, and regularly review and update work processes for quality and continuous improvement
- monitor and manage allocation of activities and resources to support delivery of Wesley Hospitals Business Plan
- ensure compliance with all policies and procedures, rental agreement terms and conditions, external provider fee rules, legal and governance requirements
- promptly resolve operational issues including facilities and equipment, and implement preventative measures wherever possible to prevent recurrence
- work with Wesley Information Services, and vendors, to ensure all software, applications and external links are kept up to date, and regularly review options for updates, upgrades or replace to improve functionality and efficiency
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

#### **5.3.1 Performance Measures**

- consulting rooms operate efficiently
- continuous improvement is actively demonstrated
- professional Wesley Mission brand presentation

### **5.4 Our financials**

- develop budgets and forecasts
- manage the allocation of rooms to maximise occupancy and financial return
- manage operational expenses within budget or forecast, including TANDA rostering, contractors, stationery and other consumables
- complete end of month and other periodic processes accurately and on time
- manage room hire debtors, follow up outstanding payments to recover debt
- review income & expenditure statements on a monthly basis and advise manager of any concerns or anomalies.

#### **5.4.1 Performance Measures**

- budget variations are minimised and offset where required
- cyclical processes completed accurately and on time
- debt profile within approved limits

## 6 Professional responsibilities

- Maintain a daily schedule of activities to supervise the operational needs of Wesley Kogarah Consulting Rooms, including backfilling staff vacancies and leave, clearing task backlogs and overflows, and timely projects such as patient debt recovery and systems upgrades
- as directed, other activities to support the delivery of the Wesley Hospitals Business Plan and Wesley Mission Strategic Plan
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## 7 Selection criteria

To be successful in this position, candidates must possess the following:

### Demonstrated behaviours

- Empathy for clients experiencing mental ill-health and their carers
- Calm, practical can-do approach to resolving daily operational challenges
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

**Essential skills/knowledge**

- customer relationship management systems and databases
- managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution, change management and financial management
- experience in managing a team and developing team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office.

**Desirable skills/knowledge**

- management experience in a medical practice or other health environment
- not for profit or cause related management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment.