



# Position Description

## Administration Assistant

Wesley Hospital Kogarah

November 2022

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Administration Assistant

## Wesley Hospital 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 servant hood, 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 Hospitals

Wesley Hospitals believe in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality treatment programs and support for people to ensure positive outcomes for patients, families and carers.

### 3 Overview of role

The Administration Assistant provides quality administration services at Wesley Hospital Kogarah across the following functional areas:

- hospital reception and administration
- other duties consistent with the role as requested from time to time by your manager.

### 4 Relationships

- reports to Administration Coordinator
- works alongside other administration staff
- interacts with Head of Hospitals, Director of Clinical Services and nursing staff, Admissions Coordinator, Quality Risk Compliance Specialist, Staff Support Coordinator, Hotel Services Team Leader and staff, psychiatrists, allied health professionals, head office support functions, patients and visitors, vendors, contractors and service providers.



## **5 Major role responsibilities**

### **5.1 Our clients**

- ensure that administration tasks and duties are client focused including patients, carers, clinicians, staff, services contractors, and other visitors
- maintain the hospital reception area in an orderly manner to welcome and receive patients. All information, files and communications to be safe, secure and respecting patient confidentiality at all times
- provide timely and accurate processing of admissions and discharges, fees and billing, documentation and record keeping
- work in partnership with other teams across the hospital, consulting rooms and head office support functions to ensure a seamless patient experience.

#### **Performance measures**

- efficient delivery of administration services
- patients express satisfaction with the information and service they receive (Patient Experience Survey, Compliments & Complaints).

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

- maintain a collaborative teamwork approach focused on delivering customer service
- assist in the training and induction of new administration staff
- comply with TANDA rostering and timekeeping processes
- understand and adhere to Wesley Mission brand policies and procedures
- understand and adhere to Human Resources (HR) policies and procedures
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings

#### **Performance measures**

- high staff engagement as demonstrated through staff satisfaction surveys
- healthy teamwork culture including cross-skilling, multi-tasking, problem-solving.

### **5.3 Our operations**

- patient administrative processes are completed in a timely manner on a day-to-day basis
- ensure accuracy in recording patient information
- monitor email admission enquiries and forward to Admissions Coordinator
- ensure competency in the use of hospital and related systems as required including MasterCare ePAS, Peoplesoft, Coras, TANDA and all deadlines are met
- contact health funds as required to resolve all issues related to admission eligibility and ensure all payment claims are completed
- monitor the attendance recording of visitors, tradespeople etc entering and exiting the sites



- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

#### **Performance measures**

- hospital administration operates efficiently and processing is up to date
- all hospital claims are paid in full, on time by health funds, insurers and agencies

### **5.4 Our financials**

- assist with routine financial processes and reporting including end of month, debt reconciliation and recovery
- comply with Wesley Mission accounting and cash handling policies and procedures
- ensure invoices, receipts and statements are accurate.

#### **Performance measures**

- budget variations are minimised and offset where required
- cyclical processes completed accurately and on time.

## **6 Professional responsibilities**

- as directed, other activities to support the delivery of the Wesley Hospitals' Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- take responsibility 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
- attend such functions, meetings, seminars, training courses as directed by your supervisor
- participate in Wesley Mission's Employee Contribution and Development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation and ongoing learning and development program, to gain an understanding of, and promote, the application of the Equal Employment Opportunity, 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 are maintained at all times
- maintain confidentiality.

## **7 Selection criteria**

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

### **7.1 Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relate well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative and business acumen
- display emotional maturity and resilience
- Able to travel to, and work at, other Wesley Mission sites from time to time if required eg. attend meetings, backfill staff vacancies.

### **7.2 Essential skills/knowledge**

- experience in similar administrative positions
- proficient computer skills including Microsoft Office applications Outlook, Teams, Excel and Word, and customer relationship management systems
- proficient technology skills, able to learn and adapt quickly to new devices, applications, processes
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- thorough attention to detail
- excellent written and oral skills
- outstanding interpersonal skills, flexibility, patience and the ability to relate well to all levels of society that Wesley Mission interacts with.

### **7.3 Desirable skills/knowledge**

- experience in public and/or private hospital administration
- experience with software applications including updating/upgrading existing systems, implementing new systems