



Position Description

Administration Services Team Leader

Wesley Hospitals

February 2021

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Administration Services Team Leader

Wesley Hospitals

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 Services Team Leader has the responsibility for the provision of high quality administration and secretarial services across Wesley Ashfield and Wesley Kogarah hospitals (WAKH) within the following functional areas

- reception
- inpatient administration
- consulting rooms

4 Relationships

- Reports to: Business Manager, Hospitals
- Direct reports: Administration staff
Consulting room staff



5 Major role responsibilities

5.1 Our clients

- ensure that the administration functions are patient focused
- provide timely and accurate information to patients related to appointments and/or billing information
- work in partnership with the other teams across the hospitals to ensure a seamless patient experience

Performance Measures

- regular reporting of agreed indicators
- patients express satisfaction with the information and service they receive

5.2 Our people (our team)

- ensure that there is a customer service approach within the administration services teams
- the staff are skilled and supported to provide a high level of service
- rosters are appropriate to the services provided
- ensure staff are appropriately skilled in the use of Wesley Mission systems
- creates a team culture of inspiration and passion for Wesley Mission
- promotes and ensures adherence to Wesley Mission brand by all members of the team
- ensures all Human Resource (HR) policies and procedures are understood and adhered to, seeking consultation with the General Manager and HR department as required
- sets KPIs for individual staff members and document within Employee Contribution and Development Plans
- regularly reporting into 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
- complete audits and indicators related to area and identify corrective action as required

Performance Measures

- high staff engagement as demonstrated through staff satisfaction surveys

5.3 Our operations

- ensure that there are effective systems in place to manage the day to day activities within the administration services team
- patient administrative processes are completed in a timely manner on a day to day basis



- information about the services offered by the hospitals is available and up to date
- monitor email admission enquiries and forward to relevant hospital clinician
- appointment systems are maintained
- ensure accuracy in recording patient information
- ensure that the administration teams are competent in the use of hospital systems including ePAS and Bluechip
- be a point of contact for health fund / billing enquiries
- new doctors have their profiles established in billing systems and are registered with health funds
- manage the mechanisms for recording visitors, tradespeople etc entering and exiting the sites
- ensure the schedules of fees are updated annually
- encourages an active continuous improvement culture
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates

Performance Measures

- continuous improvement is actively demonstrated
- professional Wesley Mission brand presentation

5.4 Our financials

- accounting and cash handling practices are aligned with Wesley Mission procedures
- prepare financial reports related to billing, debtors and consultant room usage as required
- ensure invoices, receipts and statements are accurate
- monthly review of actual expenses against budget to identify variances and plan corrective actions

Performance Measures

- budget variations are minimised

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
- as a worker, 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 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, 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 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
- 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

7.2 Essential skills/knowledge

- relevant qualification
- demonstrated experience in a similar position
- 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
- demonstrable skills in conflict resolution and change management



- experience in managing and developing a team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and the ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office

7.3 Desirable skills/knowledge

- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment