



JOB TITLE Practice Administration Employee

DATE June 2025

REPORTS TO Regional Practice Manager

JOB DESCRIPTION

Purpose of role

The Practice Administration Employee works within the Practice Administration team to facilitate access to health services for Indigenous people, by providing quality reception and clinic administrative support for patients and services providers.

Main duties and responsibilities

Core objectives include:

Provide quality medical reception services, including:

- Answer incoming phone calls.
- Respond to people presenting in person at reception.
- Make client appointment bookings, update and maintain the appointment booking system.
- Book clients in when they arrive and book clients out when they are ready to leave.
- Ensure client demographics in the electronic record are updated at each visit.
- Assist to manage the waiting room.
- Process Medicare claims as per practice protocols.
- Follow-up client records as requested by the clinic team (GPs/RNs/Ens etc.)
- Process new clients according to the eligibility criteria for the service.
- Register clients to Closing the Gap (CTG) and complete required Practice Incentive Program (PIP) registration.
- Assist client to complete IPTAAS forms as required.
- Follow-up clients who don't attend their booked appointment and re-book appointment if requested.
- Book patient transport as per practice protocols.
- Ensure all complaints, feedback and patient issues are reported to the Regional Practice Manager.
- Be rostered to provide reception services to support outreach clinics as required.

Provide general clinic administrative support, including:

- Learn and use our information management systems including Best Practice appointment booking system, patient medical records and scanner.

- Process all clinical documentation (specialist reports, investigation reports, results etc) in accordance with practice protocols.
- Complete the prescription tracking system as per current protocols.
- Ensure secure management of data, client and organisational confidential information and compliance with privacy policies.
- Assist with the coordination of clinics and visiting providers e.g. ensure consult room is available, and the clinic is set up in the appointment booking system.
- Ensure stationery supplies in GP consultation rooms are replenished including prescription paper, pathology requests, Workcover pads, Centrelink doctor pads.
- Ensure practice administration stocks are checked and ordered, including, stationery, IPTAAS forms, complaints forms, service brochures etc.

General duties to support the day-to-day operations of the clinic:

- Undertake a range of administrative functions including word processing, design and printing flyers, filing, photocopying, document compilation.
- Open and close the building, activate and deactivate the security alarm at the beginning and end of each shift.
- Carry out routine housekeeping of the clinic throughout the day, ensure the waiting room is clean and tidy as required for infection control. At the end of the day tidy the kitchen.
- Take minutes of team meetings as required.
- Order general stock and supplies as required for operation of the facility.
- Assist the Regional Practice Manager to book and coordinate facility repairs and maintenance as required.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Certificate in Business or Office Administration or Medical Reception is desirable, or the essential experience listed below.

Experience

- Demonstrated experience in office administration and/or reception duties is desirable.
- Demonstrated experience using computer applications including, email, Windows based software and managing electronic office equipment such as scanner, printer, phones is desirable.
- Demonstrated experience providing customer service in a frontline role is desirable.
- Demonstrated experience working in a community service and/or health care setting is desirable.

Knowledge

- Demonstrated knowledge of the Medicare Benefits scheme, Closing the Gap and the Practice Incentive Program Indigenous Health Incentive (PIP IHI) is desirable.
- Demonstrated understanding of confidentiality and how it applies in a health service setting is essential.
- Demonstrated understanding of medical terminology and the rules regarding handling patient information is desirable.

	<ul style="list-style-type: none"> • Willingness to undertake training in medical reception, use of patient appointment booking software and use of electronic medical record software is essential.
Skills & competencies	<ul style="list-style-type: none"> • Cultural capability: the ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner. • Customer service focused: committed to providing exceptional customer service across all channels – written, phone and face to face. • Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience. • Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally. • Commerciality: ability to apply knowledge in a practical, commercial manner. • Teamwork: willingness to assist and support others as required and get on with team members. • Time management/organisation: accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
Personal attributes	<ul style="list-style-type: none"> • Professional approach. • Ability to work under pressure. • Organisational and time management skills. • Excellent attention to detail. • Confident manner. • Positive approach to change.
Other	<ul style="list-style-type: none"> • Ability to travel between Katungul's sites to assist with cover of the practice administration roster as required. • Ability to travel between Katungul's sites to attend training. • Ability to travel out of the area, including overnight stays, to complete training or other professional development activities as required. • A current and unencumbered driver licence and clean driving record is essential. • A Current Working With Children Check is essential. • A Nationally Coordinated Criminal History Check (Police Check) is essential. • First Aid and CPR Certificate is essential (training can be provided).

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

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Date

SIGNED BY MANAGEMENT

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Manager

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Date