

# Position Description

**POSITION TITLE:** Care Co-ordinator  
**DEPARTMENT:** People and Community Services  
**REPORTS TO:** Senior Care Co-ordinator  
**DATE PREPARED:** 16/06/2020

**POSITION NO:**  
**GRADE:** 4

**DATE REVISED:**

## POSITION CONTEXT

Bogan Shire Council is committed to providing a comfortable country lifestyle by progressively improving the level of appropriate facilities and services and encouraging growth and economic development that is responsive to the needs of the community.

The Care Coordinator contributes to this goal through providing professional and customer-focussed service, ensuring friendly, courteous and welcoming first point of contact for patients and promoting a positive image of Council and the Bogan Shire Medical Centre as well as the efficient and effective administrative and business support to the Medical Centre's team.

## MAIN JOB PURPOSE

The role of the Care Coordinator is to:

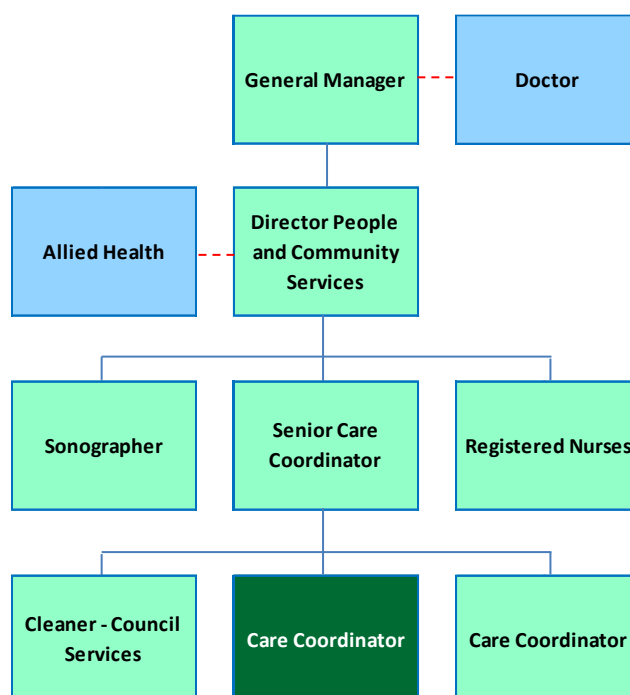
- Provide professional day to day business support to the Medical Centre's team, ensuring the efficient and effective function of the Bogan Shire Medical Centre's services, organise appointments, maintenance of confidential records and information management.
- Promote Medical Centre services, welcoming patients to the Medical Centre and providing courteous and timely customer service and exceptional standard of care to our patients.

## COUNCIL VALUES

Bogan Shire Council has seven corporate values that guide our thinking, actions and decision making:-

- Having **respect** for other people.
- Providing responsive **customer service**.
- **Taking pride** in Nyngan and the greater Bogan Shire.
- **Working together** as a team to get things done.
- Being **accountable** for our decisions and actions.
- Acting with **integrity and honesty**.
- Demonstrating **strong leadership**.

## DEPARTMENTAL STRUCTURE



## KEY ACCOUNTABILITIES

The Care Coordinator has the following specific accountabilities in providing professional and customer-focussed service, ensuring friendly, courteous and welcoming first point of contact for patients and promoting a positive image of Council and the Bogan Shire Medical Centre:

1. Maintain Council's values and high customer service standards through the prompt and courteous response to counter and phone inquiries, written correspondence, emails and enquiries, ensuring the reception is always attended and phones are answered in a timely and polite manner.
2. Professionally manage the office of the Bogan Shire Medical Centre, ensuring appointments for patients are coordinated following the set procedures, a positive image is displayed and sound judgement, initiative, timeliness, sensitivity and confidentiality are maintained at all times.
3. Ensure the open and close of the Medical Centre is completed in a polite and timely manner, as per the set procedure, and that patients are not required to wait excessive periods of time for an appointment, with patients being informed of possible delays in a timely and polite manner.
4. Ensure accurate identification of patients at each contact including both telephone and in person by using the Medical Centres' 3 identifiers - name, date of birth and address and ensure demographics are updated and maintained.
5. Accurately and efficiently process and update patient registrations and demographics, including linking family members and unlinking independent children and file all relevant paperwork in an orderly and timely manner in the Medical Centre's Records Management System.
6. Maintain high customer service standards through the prompt, courteous and helpful response when communicating with referring doctors, hospital staff, pharmacists or any other medical practitioners.
7. Demonstrated patient-focused approach in service provision with genuine empathy and interest in their needs and promote a climate of trust, Council loyalty and teamwork.
8. Efficiently and effectively manage emergencies when necessary, following set procedures.
9. Ensure the Senior Care Co-ordinator is kept informed on all relevant matters, and in particular those matters that have the potential to reflect unfavourably on the Medical Centre or Council.

**NOTE:** Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their grade level, in any role or area of Council.

## KEY SELECTION CRITERIA

### Essential:

1. Demonstrated general knowledge of business administration principles, practices and systems, with proficiency in office technology and a demonstrated ability to apply effective and efficient office management skills to achieve outcomes relevant to this position in an accurate and timely manner.
2. Demonstrated well-developed organisational skills to manage competing priorities, monitor and report progress and complete set outcomes within deadlines, including the ability to use these skills in planning daily, weekly and monthly tasks with a willingness to adapt as situations change.
3. Proven ability to communicate clearly, accurately and effectively with a high degree of confidentiality and discretion.
4. Proven attention to detail and accuracy, with the ability to proactively research and apply good judgement to issues that may arise, through relevant experience and proven problem solving skills.
5. Demonstrated interpersonal skills and the ability to establish and maintain effective working relationships, work independently with minimal supervision, contribute positively to a team environment and promote a polite and helpful customer service culture within Council.
6. Proven proficient computer literacy in Microsoft office in particular Outlook, Word and Excel with demonstrated aptitude in data entry and management. Proven ability to work with Data and Records Management Systems, with the capacity to adapt from other systems.
7. Tertiary qualifications at AQF Level 2 (Cert II) in Business Administration (Medical), Business Management, Administration or equivalent or specialised skills training relevant to the position.
8. Be an Australian Resident or equivalent or holder of a visa allowing permanent employment in Australia.

### Desirable:

1. Tertiary qualifications at AQF Level 3 (Certificate III) in Business Administration (Medical), Business Management or equivalent or specialised skills training relevant to the position.
2. Current First Aid Certificate.
3. Relevant knowledge of Medical terminology.

## CONDITIONS

→ WHS Accountabilities and Responsibilities – this role is a designated 'Officer' role as defined under the WH&S Act 2011, with six (6) essential elements requiring an officer to:

- Acquire and keep up to date knowledge of WH&S matters.
- Gain an understanding of the operations of the business and the hazards and risks involved.
- Ensure appropriate resources and process are provided to enable hazards to be identified and risks to be eliminated or minimised.
- Ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way.
- Ensure Council has, and implements processes for complying with any legal duty obligation.
- Ensure processes are verified, monitored and reviewed.

## AUTHORISATION

I hereby agree that this role statement accurately reflects work requirements.

Supervisor: \_\_\_\_\_  
Name Signature Date

Employee: \_\_\_\_\_  
Name Signature Date