

POSITION DESCRIPTION

Position Title	Administration Support Officer
Reference Number	GH:31
Department	Clinical Services
Position Reports To	Administration Support Officer Team Leader or Health Services Manager
Positions Reporting To This Role	Nil
Work Location and Travel	<p>The positions are located throughout the state and will be based at one or more of the GEO Healthcare locations in metropolitan Melbourne or regional Victoria.</p> <p>The position may be expected to travel to other GEO Healthcare locations within Victoria.</p>
Operating Environment	<p>GEO Healthcare operates in all Victorian Men's Public Prisons providing primary healthcare services to the prisoner population.</p> <p>GEO Healthcare employs a multidisciplinary team of highly skilled healthcare professionals to ensure people in prison can access and receive the equivalent standard and range of healthcare services available in the broader community.</p> <p>GEO Healthcare works in close partnership with public, private and not-for-profit providers to deliver the best possible healthcare outcomes for people in prison, with plans for ongoing post-release care and support in the community.</p> <p>GEO Healthcare is a business arm of the The GEO Group Australia Pty Ltd, Australia's leading provider of Correctional Services.</p>

Position Summary

The Administration Support Officer (ASO) position is responsible for performing administrative duties, as required, which facilitate the coordination and provision of health service delivery in GEO Healthcare locations.

The ASO is responsible for scheduling health related appointments (internal and external) to ensure patients receive healthcare within the contractual timeframes. The ASO assists the Team Leader or Health Services Manager in the overall organisation and operation of the GEO Healthcare facility, including the provision of activity and other reporting requirements.

The role is also responsible for maintaining patient health records (paper-based and electronic) at the GEO Healthcare facility including maintaining confidentiality and security of the records.

The role requires the incumbent to perform all duties in accordance with the GEO Healthcare Values.

Key Accountabilities

- Responsible for establishing, maintaining, assembling, classifying and filing health data received for each patient in accordance with established GEO Healthcare procedures and the health records requirements.
- Reviews patient electronic medical records (EMRs) for completeness and accuracy, referring incomplete or inaccurate records to the appropriate health staff member or other individual for correction.
- Ensures necessary signatures are obtained for laboratory, x-ray, electrocardiograph reading and other reports to complete all health records.
- Scans paper-based health records and uploads them in patient EMRs when required.
- Prepares lists for patients' clinic lists for all services, e.g. medical officer, nurse practitioner, primary mental health nurse, podiatrist and obtains patient health information as needed for all health service appointments.
- Assists in preparing inter-prison transfer information, release/discharges, occasions of service and other monthly statistical reports.
- Co-ordinates all requests for health information from community health providers for patients new to custody, which includes ensuring the information is obtained when requested.
- Audits health records of all released/discharges patients and forwards any paper-based health records to the relevant Health Records Department or other designated location.
- Coordinate with Corrections Victoria the attendance of specialist service providers at GEO Healthcare facilities.
- Responsible for scheduling external specialist and allied health appointments.
- General clerical duties required for the operation of the GEO Healthcare facility (telephone, typing, computing skills, coordination and triage of activities, communication with other departments within the prison, liaising with external specialist service providers and preparation of accounts).
- Assisting with stock control and itemising of medical supplies and equipment.
- Provide clerical services to health services staff.
- Other duties as directed by the Administration Support Officer Team Leader or Health Services Manager.
- Responsible for accurately completing the administrative function of the purchase order and invoice payment process.
- Supports GEO Healthcare's quality, safety, environmental, risk, asset and security management systems.
- Complies with Company policies, procedures, the Governance, Risk and Compliance Manual and the Code of Conduct.
- Contributes to the provision of healthcare with a focus on safety and quality to meet or exceed the National Safety and Quality Health Services Standards.

**Key Selection
Criteria**

- Demonstrated understanding of office procedures.
- Good organisation skills and the ability to prioritize workload.
- Proven written and oral communication skills.
- Experience with a variety of computer applications, including MS Word and Excel.
- Good keyboard skills, with a high degree of accuracy.
- Demonstrated ability to work unsupervised and to meet deadlines. as directed.
- Completion of (or willingness to undertake) a Medical Terminology Course.

**Other
Requirements
Of the Role**

- Valid and current full Australian driver's licence.
 - Ability to work within a prison setting, which will involve direct contact with people in prison associated with the delivery of healthcare.
 - Satisfactory completion of a National Criminal History Check.
 - Ability to obtain and maintain a security clearance.
 - Working outside of ordinary business hours may be required.
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Employee Acceptance / Manager Approval

I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I will be required to undertake and are not to be interpreted as being all inclusive.

I have read, understood and accepted the above position description and associated attachments.

Employee's Name	Signature	Date

Director/Manager Approval (of Position Description) Delete Director/Manager as appropriate

Manager's Name	Signature	Date

Master copy lodged with HO (SMT only) ☐

Master copy lodged with department monitor ☐