

POSITION DESCRIPTION

Position Title:	Allied Health Administrator
Department:	Day Rehabilitation / Outpatient Clinic
Location:	Royal Rehab Private Petersham, 275 Addison Rd, Petersham, NSW

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	No
Vaccination Category required:	Category A
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	Yes

Position Purpose:
The Allied Health Administrator is a key member of the Allied Health and Administration teams, responsible for providing clerical support to the Royal Rehab Private Petersham (RRPP) Day Program and LifeWorks Petersham. The purpose of this role is to carry out all administrative duties, including but not limited to typing, telephone and email communication, data entry, collation of clinical records, reporting, filing, photocopying, and managing client bookings and admissions. The Allied Health Administrator may be required to work in or provide cover to other units from time to time upon request, including the RRPP Inpatient Rehabilitation Unit.

Organisation Context:
Royal Rehab Private Petersham is a 34-bed private hospital specialising in multidisciplinary medical rehabilitation for both inpatients and day patients. Specialty programs include stroke and neurological rehabilitation, orthopaedic rehabilitation and reconditioning. Royal Rehab LifeWorks Petersham, located on site at Royal Rehab Private Petersham, provides outpatient services to people experiencing illness, injury or disability to improve their overall wellbeing through individually tailored programs and world leading technology.

Organisational Relationships:	
Reports to:	Shared reporting to Director of Clinical Services & Allied Health Manager
Responsible for:	N/A

Performance Review & Development Planning:
Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:
Essential
<ul style="list-style-type: none"> Recent medical reception experience.

- Excellent communication, writing and interpersonal skills and professional telephone manner.
- Excellent customer service skills and patient focus.
- Excellent organisational, time management, prioritisation and administrative skills.
- Ability to operate in a fast-paced environment.
- Demonstrated high level administrative and computer skills including competent in the use of all Microsoft Office Programs, Windows-based software including Word, Excel and Access databases, email programs, EPAS, etc.
- Demonstrated skills in using electric medical admitting and patient administration systems.
- Demonstrated capacity to work independently as well as in a team.
- Excellent ability to manage referrals and appointments.
- Ability to collate, coordinate and distribute activity and billing statistics.
- Health fund, HICAPS and Medicare knowledge and experience.

Desirable

- Experience working in private health, allied health or hospital environment

Key Internal & External Relationships:

Internal	All Departments, Staff, Patients
External	Patients' Relatives, Public, Health funds

Delegations/Authority

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

Key Responsibility Areas

Key Area of Accountability	Specific Tasks and Responsibilities
Customer Services	<ul style="list-style-type: none"> • Attend to patients' personal needs as they arise. • Maintain a strong customer focus at all times. • Ensure reception and visitor areas are maintained in a customer friendly manner. • Attend to patients, staff, relatives and other visitors in a prompt, courteous manner. • Develop protocols, signage, and other measures to present a positive image of the Unit, Hospital and environment. • Develop liaison and interaction with other staff to actively promote a positive customer focus culture throughout the Unit. • Ensure appropriate equipment and facilities are available for customers and usage of such is monitored and controlled.
Administration Duties	<ul style="list-style-type: none"> • Reception duties and provision of customer service. • Entering and maintaining accurate patient information in ePAS and Pracsuite e.g. Patient information, health fund details. • Pre-admitting, admitting, and discharging day program patients into ePAS daily. • Coordinate Day Rehab and LifeWorks bookings and provide patients with a copy of their schedule/timetable

	<ul style="list-style-type: none"> • Maintaining VMO calendars, consultations and outpatient appointments. • Ability to complete and perform patient related financial activities including informed financial consents, excess and copayments, HC21s, invoicing and reconciliations. • Follow up private health, Worker's Compensation, CTP and other third-party approvals. • Assist hospital revenue & compliance team with any billing queries relating to Day Rehabilitation. • Maintain and organise Day Program admission paperwork, ensuring patient identification is on all forms. • Maintain and organise LifeWorks paperwork in Pracsuite, including scanning and uploading necessary documents. • Delivery to and collection from units and other departments of patient medical records as required. E.g. medical records for doctor's appointments. • Photocopying and faxing of documentation as required e.g. photocopy all relevant cards, Medicare, Private health Insurance. • Receive and send telephone messages and emails of a non-clinical nature. • Receive and distribute mail. • Maintain stationery and Unit supplies. • Maintain computer skills consistent with data entry and word processing. • Book transport for Day Rehabilitation when required (e.g. DVA transport).
Staff Development or Education	<ul style="list-style-type: none"> • Attend relevant short courses as appropriate, departmental in-service training and hospital in-service training for mandatory competencies. • Attend workshops and continuing educational programmes concentrating on customer focus.

GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab Private Petersham is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> • Ensure that all potential hazards, accidents and incidents are identified and notified • Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab Private Petersham upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab Private Petersham will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab Private Petersham it is your responsibility to:</p> <ul style="list-style-type: none"> • Deal with others in a fair and equitable manner free from harassment and discrimination • Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language • Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required • Abide by the principles of the Multiculturalism Act 2000 • Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	

Code of Conduct

Royal Rehab Private Petersham requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab Private Petersham are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab Private Petersham participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab Private Petersham.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab Private Petersham values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation
Being a good corporate citizen Royal Rehab Private Petersham will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling
Smoke Free Policy
Royal Rehab Private Petersham is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre
Royal Rehab Private Petersham Policies and Procedures
It is a requirement that all Royal Rehab Private Petersham employees read, understand and adhere to Royal Rehab Private Petersham policies and procedures, paying particular attention to the following: <ul style="list-style-type: none"> • Manual Handling • Confidentiality of Patient Information • Infection Control • Security • Fire Safety • Emergency Procedures • IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions	
O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery	✓				
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting				✓	
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about		✓			
Driving	Tasks involve operating any motor powered vehicle	✓				
Sitting	Tasks involve remaining in a seated position during task performance				✓	
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended		✓			
Walking/running	Tasks involve walking or running on even surfaces				✓	
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects			✓		
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				

Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground	✓				
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands	✓				
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg	✓				
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
Sensory Demands						
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
Psychological Demands						
	Tasks involve interacting with distressed people	✓				
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited	✓				
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals						
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour	✓				
Sunlight	Exposure to sunlight					✓
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				
Noise	Tasks involve working in a noisy environment					✓

Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids					✓
Other Issues						
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment					✓
Safety critical issues	Tasks involve responsibility for safety of others					✓

Document Control (Hiring Manager use only)	
Effective Date: March 2025	Authorised By: Emma Scriven – Allied Health Manager

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

_____/_____/_____
Date