



# Mulungu

Mulungu Aboriginal Corporation Primary Health Care Service

**Position Title:** Client Support Officer  
**Classification Level:** ACCHS Award 2010 Grade 1 to Grade 5  
**Date of Approval:** December 2019

## PART A: POSITION SPECIFICATIONS

### 1. Operational Management Environment

The position is located within the Mulungu Aboriginal Corporation Primary Health Care Service and forms part of the Health Services team, which is responsible for providing services to support the corporate and operational responsibilities of the organisation. In meeting these responsibilities, a range of Client support services are provided.

### 2. Purpose of the Position

This position is responsible for providing front line support to Clients of Mulungu Aboriginal Corporation Primary Health Care Service by arranging Client appointments, coordinating access to specialist services, and all transport services to and from external services. The position is also responsible for providing administration support within the clinical environment as delegated by the Practice Manager. Additionally the position is responsible for maintenance and integrity of the Medicare online Claims system.

### 3. Scope of the Position

The Client Support Officer position has no delegated authority.

The Client Support Officer is accountable to:

- The Chief Executive Officer, the Board of Directors and the wider community for practice according to the philosophy, policies and goals of the centre.
- The Practice Manager for a high standard of work practice.
- The Health Services team for effective communication and work relationships including shared work responsibilities.

#### 4. Organisational Structure and Reporting Relationships

The position of the Client Support Officer reports to the Practice Manager. Refer to the organisational chart for details of where the position is located within the wider organisational structure.

#### 5. Primary Duties and Responsibilities

- Book client appointments and monitor appointment system and ensure clients are advised of internal appointments made by the service on their behalf.
- Check eligibility of Medicare billing items through PRODA online access and ensure PIP currency is up to date
- Scan medical correspondence into holding file in P Drive.
- Maintain and coordinate Client Health Record System in Pracsoft, **ensuring all details are current**, especially Medicare and Health Care Card information.
- Responsible for maintaining infection control in waiting area and restrooms – minimum twice daily
- Maintain professional standards of practice in the delivery of reception services.
- Ensure waiting area displays health education and health promotion information.
- Answer incoming telephone calls, determines purpose of callers, take action / messages or forward calls to appropriate staff.
- Perform other clerical duties as required such as filing, photocopying, scanning and collating. Ensure adequate copies of organisation forms and other documents are available in the reception area for staff.
- Comply with contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Evaluate own practice by participating in performance development processes.
- Participate in quality improvement processes to improve Client and Clinical service delivery.
- Contribute to Mulungu clinical documentation review processes.
- Perform other duties associated with the position as directed by the Practice Manager or their delegate.
- Provide culturally appropriate services to meet the needs of the community
- Undertake all client transport for clinics as required
- Liaise with medical staff at Mulungu Aboriginal Corporation Primary Health Care Service, other service providers and the members of the community to ensure quality service delivery.
- Establish and maintain a communication network between health providers, staff and Aboriginal and Torres Strait Islander members of the community.

- Welcome Clients / visitors, determine nature of visit, make appointments or announce visitors to appropriate staff member.
- Maintain a high level of professional standard of customer services by ensuring all clients have optimum access to clinical/transport services
- Assess urgency of Client's health needs based on observation of presenting Client, monitor Clients comfort while in the waiting area, and provide refreshments to Clients in accordance with Mulungu's guidelines.
- Legend = Purple reporting, Red = QI, Green = Client Servicing,

## PART B: PERSON SPECIFICATIONS

1. **Qualifications** - Certificate III in Business Administration/Medical Reception or ability to obtain.
2. **Skills, Knowledge and Ability**
  - Experience working within a cross-cultural environment.
  - Knowledge and understanding of Aboriginal and Torres Strait Islander cultures.
  - Well-developed interpersonal skills with the ability to communicate effectively with people, particularly Aboriginal and Torres Strait Islander peoples.
  - Ability to function in a multi-disciplinary team and ability to function independently.
  - Experience in using Pracsoft Medicare Online Claiming System or ability to acquire the necessary skills to perform this role.
  - Ability to problem solve and reconcile differences between Claims to Medicare
  - Knowledge and understanding of Quality Improvement processes.
  - Knowledge and skills in contemporary Human Resource Management practices including Workplace Health and Safety, Equal Employment Opportunity and Anti Discrimination.
3. **Standards of Practice**
  - Maintain professional standards of practice in the delivery of safe Client care.
  - Practice within an evidence-based framework
  - Participate in ongoing professional development of self and others
4. **Additional Factors**
  - Possession of a current 'C' Class Driver's Licence (Queensland) is required.
  - Must have a current Working with Children Blue Card
  - Must consent to a Federal Police Check

**PART C: SELECTION CRITERIA**

- SC 1** Possession of a Certificate III in Business Administration/Medical Reception or ability to obtain.
- SC 2** Experience working with Aboriginal and / or Torres Strait Islander communities and demonstrated knowledge of Aboriginal and Torres Strait Islander cultures.
- SC 3** Experience, knowledge and skills in administrative / reception roles and office management systems.
- SC 4** Demonstrated skills in performing reconciliations and problem solving.
- SC 5** Demonstrated interpersonal and communication skills with the ability to work in a multi-disciplinary team structure.
- SC 6** Knowledge of and / or involvement in quality improvement processes.
- SC 7** Knowledge of, or ability to acquire knowledge of human resource management issues including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination.

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The preceding information is an accurate statement of the requirements and employment of this position, at this time.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
(Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature \_\_\_\_\_ Date \_\_\_\_\_