



Ord Valley Aboriginal Health Service

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Aboriginal Corporation ICN 275

Job Description Form

Medical Records and Reception Manager

Vision Statement

Aboriginal people in Kununurra and the North-East Kimberley are supported to live **prosperous lives that are strong, healthy, and culturally safe.**

The Purpose that defines us

We bring **clinical, cultural, and community expertise** to deliver accessible and **holistic health and wellbeing care** for people in the North-East Kimberley.

Aboriginal Community-led

We are connected and accountable to the communities we serve. We are governed by Aboriginal community leaders. We deliver services in culturally safe ways, bringing the best of medical and cultural expertise to achieve positive health outcomes. Working with and responding to Aboriginal communities is central to what we do.

Organisational Values

The Ord Valley Aboriginal Health Service has been providing critical health and support services to local Aboriginal people since 1984. Our ambition is to deliver socially, culturally and financially accessible health care that supports communities in the North-East Kimberley to be strong, healthy and safe. The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.



Community

We bring our connection with community to everything we do

PEOPLE TOGETHER



Respect

We show respect for a people, cultures and backgrounds

HEALTHY TOGETHER



Passion

We are deeply motivated to achieve outcomes

MY MOB



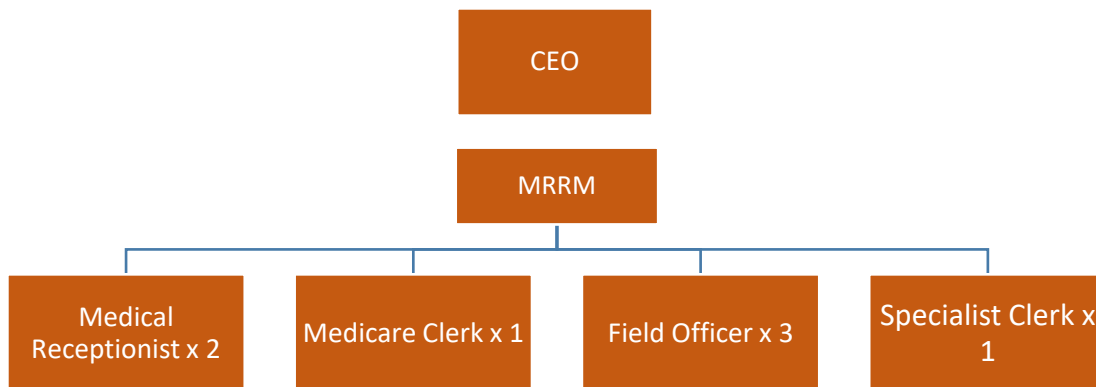
Equality

We strive for equality, fairness and empathy for all people

HEALTH & WELLBEING

Position Title	Medical Records and Reception Manager (MRRM)
Work Group	Medical Reception
Work Unit	<ul style="list-style-type: none"> - Medical Reception - Patient transport - Executive Management - Specialist and allied health clinic - Clinic
Reports To	Chief Executive Officer
Direct Reports	7 FTE
Award / Agreement	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification	Grade 6.3 – 6.5 (\$94,968.54 - \$101,544.66), based on skills and experience
Approved by CEO	12.07.2023

Team Structure



Position Purpose

The position provides Line management and coordination of Medical Records Reception operations, patient transport, and Specialist and Allied Health clinic services and staff.

The role works as a productive member of the OVAHS senior management team in providing quality services to the people of the Ord Valley and surrounding areas. The MRRM works as part of the broader OVAHS team in providing a quality and patient-focused health care service, ensuring the focus of care is on the needs of Aboriginal patients within the context of their cultural identify, family, and social circumstances.

Strategic Alignment

The organisation's Strategic Plan 2023- 2026 has four (4) overarching strategic goals, with each goal having specific outcomes.

The role of Medical Records and Reception Manager is aligned with all four Strategic Goals.



POSITIVE
CHANGE

Primary health Care

Primary health care is the first means of accessing the health care system for many people and is critical to individual, family and community health outcomes.



HEALTH &
WELLBEING

Social and Emotional Wellbeing

Social and emotional wellbeing relates to the mental health for individuals and communities and is a key component for the overall health of Aboriginal people.



SUPPORT
COMMUNITY

Specialised Health

Our communities deserve targeted support to prevent and address complex health needs, including chronic disease and disability.



HEALTHY
TOGETHER

Population Health

Reducing future health challenges and to Close the Gap requires long-term system change and community - wide solutions.

Key Stakeholder Relationships

External

- Aboriginal Community Controlled Health Services across the Kimberley region and Western Australia, other not-for-profit services, and businesses as relevant to the role
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with other officers, team members and employees of Ord Valley Aboriginal Health Services.
- Works in collaboration with the Senior Management Team and in consultation with the Board of Directors.

Responsibilities of this Position

Senior Management and Leadership

- As a member of the Senior Management Team, participate fully in the collective responsibility of delivering on the organisation's strategic objectives through the development, implementation and evaluation of operational action plans.
- Provide positive and effective leadership, which is results driven, team orientated, ethical and aligned to the organisations values.
- Promote and facilitate an organisational culture of continuous quality improvement, innovation, and high performance.
- Contribute to, and foster, a culture of effective and timely communication to internal and external stakeholders.
- Activity participates in, and contribute to, the Senior Management Team, working towards a unified vision and achievement of common goals.
- Engage, build, and maintain effective stakeholder relationships, representing the organisation at key meetings, forums, and committees.
- Review, develop and implement organisational-wide policies and procedures to support the effective operations of the organisation.
- Regularly review, improve, and implement best practice methodologies relating to risk, compliance and quality assurance processes to support operations, engagement and innovation.
- Prepare high-level briefings, reports and presentations to the Chief Executive Officer and Board of Directors as required.

Work Unit Management

- Manage and oversee the day-to-day operations and functions of the following Work Units:
 - Medical Reception and Medicare
 - Patient transport and feedback
 - Patient feedback
 - Specialist and Allied Health
 - Quality Management
- Monitor the allocation and direct the resources within the Work Unit to ensure the achievement of business objectives and deliverables.
- Select, train, motivate and evaluate personnel within the Work Group to achieve collective goals and objectives.
- Ensure all Work Group KPI's and program deliverables are being met on a timely basis and in line with the objectives of the organisation's Strategic Plan and Operational Plan.

Medical Reception and Medicare

- Ensure all incentive program statements and ROI are lodged in a timely manner.
- Ensure all patient correspondence is managed and disseminated in a timely fashion.
- Ensure maximisation of annual PIP registrations for all OVAHS clients with a chronic disease.
- Ensure all annual PIP, WIP, and PNIP statements are reviewed and submitted online.

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- Liaise with the Responsible Officer as the Organisational Maintenance Officer and manage authorisation links for OVAHS Health Care Identifiers for electronic health records systems.
 - Ensure processing and reporting of all Workcover, medical students, PIP teaching claims as required.
 - Provide reports to the CEO relating to eHealth, PIP, revenue reports and financials, as required.
 - Oversee Medicare billing processes, claims and non-claimed items, data entry and completion.
 - Ensure the quality of medical records, identify missing information, archiving of health records is ongoing.

Patient Transport Services and Feedback

- Oversee and coordinate timely and responsive patient transport services.
- Ensure a high level of client-focused services and directly manage client complaints and feedback as per OVAHS Policies and Procedures

Specialist and Allied Health

- Oversight and ensure the effective coordination of specialist and allied health clinics.
- Support the professional development and training needs of staff to ensure upskilling opportunities and coverage of all positions during periods of staff leave.

Quality Management System

- Actively participate in the organisation's QMS (LOGIQC).
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Demonstrate leadership and commitment to promote continuous quality improvement initiatives, give assurance that the quality objectives are measured and ensure the QMS achieves intended results by engaging and supporting employees to contribute to the effectiveness of the QMS.

General

- Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives, and values.
 - Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
 - Attend and participate in professional development activities including workshops and training as required.
 - Attend and participate in Employee Development Days.
 - Participate and comply with all Work Health and Safety responsibilities as per the *Work Health and Safety Act 2020* (WA).
 - Identify and assist to reduce Work Health and Safety hazards and risks.
 - Follow the reasonable direction of Work Health and Safety representatives.
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Position Performance Indicators

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage, and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisation's performance development framework.

Key Result Area	Key Performance Indicators
Executive Management	<ul style="list-style-type: none"> The development, implementation and monitoring of operational and strategic action plans which align to the organisation's contractual and strategic objectives. Effective and timely consultation and collaboration with CEO and Managers to achieve business objectives.
Compliance & Reporting	<ul style="list-style-type: none"> Effective completion of all Work Unit contractual obligations including program delivery, funding reports, evaluations, and compliance requirements.
Financial Management	<ul style="list-style-type: none"> Sound financial management and cost control, ensuring the effective management of all Work Unit expenditure against pre-approved budgets.
Employee Management	<ul style="list-style-type: none"> Lead and support employees to work towards the achievement of the Work Unit's objectives in an efficient and effective manner. Lead and facilitate regular team meetings (12 per annum). Lead a minimum of 12 one-on-one meetings with direct reports per annum.
Quality Management System (QMS)	<ul style="list-style-type: none"> Ensure all tasks assigned to this position are completed within a six (6) week period. Actively lead continuous quality improvement initiatives across the organisation and promote an environment of effective CQI practices.

Competency Profile for this Position

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

Qualifications, Skills, Experience and Knowledge

Essential

- Experience in all aspects of office and administration management relevant to a health care facility.
- Capacity to work within clinical standards and quality of care, which is effective, efficient and in accordance with best practice and agreed standards and policies.

3. Knowledge and understanding of the issues pertaining to the health of Aboriginal people in rural and remote areas.
4. Demonstrated knowledge of Aboriginal Community Controlled Health Organisations.
5. Evidence of skills to lead, supervise and line manage workers and provide a supportive and productive working environment, including performance management and training.
6. Possess the skills and initiative required to apply processes of Continuous Quality Improvement at a managerial level.
7. Highly developed interpersonal skills including negotiation and consultation skills and the ability to proactively establish and sustain effective stakeholder relationships.
8. Strong organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and to consistently meet deadlines.
9. Excellent literacy skills, computing skills, and experience in correlating data and producing reports.
10. Experience in Medicare billing, Workcover and other medical billing items and processes.
11. Proven work history of providing high quality customer service including responding to client feedback and complaints.
12. Ability to contribute to the development of policies and procedures relevant to service provision.

Desirable

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Possession of qualification in business, human resources or relevant.
- Deep understanding of applicable employment laws and experience managing complex industrial and employee relations situations involving senior level staff.

Practical Requirements

- A current National Police Check (within previous 3 months) is required prior to commencement.
- A current Working with Children Check, or evidence of application, is required prior to commencement.
- Some work out of normal hours of duty will be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences will also be required.

Acknowledgment and Acceptance by Appointed Employee

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	