



*Bethesda Hospital Incorporated*  
**POSITION DESCRIPTION**

<b>Date</b>	OCTOBER 2016
<b>Position Title</b>	Team Leader – Patient Services - Admissions
<b>Division</b>	Patient Services
<b>Reports to</b>	Executive Manager Clinical and Support Services (EMCSS)

**SECTION 1**  
**Position Summary**

The Team Leader, Patient Services - Admissions is responsible for:

- Ensuring the delivery of administrative and clerical support services associated with the admission of a patient into Bethesda Hospital
- Ensuring that work is conducted in a manner that demonstrates the Bethesda health Care values
- Providing day-to-day supervision and support of admissions staff
- Preparation of rosters and allocation of staff, inclusive of confirmation of hours worked for payroll purposes and management of leave
- Providing relief ward clerks
- Allocating work, setting priorities and monitoring of workflows
- Reviewing and providing feedback on key tasks performed by admissions staff to ensure the maintenance of high standards of professionalism, customer service, quality, effectiveness and timeliness of the provision of services
- Training of new staff and ongoing coaching
- Reporting to the EMCSS on KPI's
- Coordinating and leading team meetings
- Performing in the role of an Admissions Clerk as required to ensure business demands are met
- Ensuring accurate records are maintained in both hard and electronic format
- Providing recommendations to the EMCSS for the ongoing Quality Improvement of the department.
- Working in conjunction with the EMCSS to performance manage staff as inconsistencies in performance arise.
- Works in conjunction with the Team Leader, Patient Accounts

## SECTION 2

### Key Working Relationships

INTERNAL	EXTERNAL
Chief Executive Officer	Private Health Funds
The Executive team	Consultants
Patient Services Admissions team	Practice Managers
Patient Accounts	Insurance companies
Department Managers	Private Health Fund Liaison Officers
Clinical Staff	Patients / Customers
Volunteer Coordinator	

## SECTION 3

### KEY RESULT AREAS (KRAs) and KEY PERFORMANCE INDICATORS (KPIs)

KRA DEMONSTRATE THE BETHESDA VALUES	
Work displaying the values of teamwork, respect, integrity, compassion, excellence and professionalism.	
Behavioural Descriptors	KPI
<ul style="list-style-type: none"> <li>▪ Adhere to the Bethesda values and consistently behave in an honest and ethical way.</li> <li>▪ Recognise difference in people</li> <li>▪ Treat people with respect and dignity</li> <li>▪ Provide prompt courteous and effective service to customers</li> <li>▪ Demonstrate appropriate confidentiality and duty of care</li> <li>▪ Show energy and commitment to tasks</li> <li>▪ Support a positive working environment</li> <li>▪ Follow organisational policy</li> <li>▪ Seek and participate in ongoing performance feedback, management and development</li> <li>▪ Evaluate and monitor own performance</li> <li>▪ Take personal responsibility for accurate completion of work</li> </ul>	<ul style="list-style-type: none"> <li>• Clear demonstration of Bethesda values in day-to-day work relationships</li> <li>• Participation in staff meetings</li> <li>• Attendance at training</li> <li>• Undertaking external development opportunities</li> <li>• Positive work relationships with colleagues</li> </ul>

<p><b>KRA IMPLEMENT THE VISION AND INNOVATION</b></p> <p>Build awareness of the Hospital's goals and identify, implement and communicate solutions and improvement opportunities to ensure achievement of the goals. Support organisational change initiatives through adaptability, facilitation and/or leadership</p>	
<b>Behavioural Descriptors</b>	<b>KPI</b>
<ul style="list-style-type: none"> <li>▪ Understand and support the Hospital's Vision, Mission and business objectives</li> <li>▪ Recognise how role contributes to the achievement of organisational goals</li> <li>▪ Learn about other parts of the organisation</li> <li>▪ Understand the relationship between specific tasks and business unit priorities</li> <li>▪ Participate in discussions around issues</li> <li>▪ Identify and suggest solutions to problems</li> <li>▪ Implement new improved work practices when required</li> </ul>	<ul style="list-style-type: none"> <li>• Assist delivering the Hospital's Mission and Vision</li> <li>• Developing improvement ideas</li> <li>• Demonstrated commitment to implementing continuous improvement solutions across the business unit</li> </ul>
<p><b>KRA COLLABORATE AS ONE TEAM</b></p> <p>Build, enhance and maintain interpersonal relationships with relevant stakeholders to achieve organisational goals Demonstrate appropriate leadership skills to build, empower and guide people to achieve organisational goals</p>	
<b>Behavioural Descriptors</b>	<b>KPI</b>
<ul style="list-style-type: none"> <li>▪ Communicate clearly and concisely with colleagues and customers</li> <li>▪ Use effective communication skills when listening and talking</li> <li>▪ Build positive relationships with colleagues and customers</li> <li>▪ Operate as an effective member of the team; works collaboratively</li> <li>▪ Share information with others that will support the team's goals</li> <li>▪ Follow direction of manager</li> <li>▪ Keep manager informed of work progress</li> <li>▪ Perform other duties as directed to support the completing of key outcomes of the business unit and Hospital</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and involvement at staff meetings</li> <li>• Evidence of positive working relationships</li> <li>• Grievances resolved in an effective and timely manner with all parties in agreement with outcome</li> <li>• Completion of performance reviews and development plans for self</li> </ul>

<b>KRA      KNOW THE BUSINESS</b> Build and maintain awareness of the hospital's customers and the service which we operate. Perform the business of a private hospital; take appropriate action and follow up to help ensure realisation of results	
Behavioural Descriptors	KPI
<ul style="list-style-type: none"> <li>▪ Make recommendations and contribute toward the accurate and timely compilation of patient records</li> <li>▪ Take steps to ensure the provision of prompt, efficient and responsive customer service within the team.</li> <li>• Supervise the work tasks and daily performance of the patient admissions team</li> <li>• Work within standardized protocols for documentation associated with patient records</li> <li>• Understand tasks, accountabilities, timelines and requirements of role</li> <li>• Performs basic billing collection and follow-up activities</li> <li>• Plan work tasks for shift</li> <li>• Demonstrate flexibility to cope with day-to-day changes</li> <li>• Work to agreed priorities, outcomes, time constraints and assigned resources</li> <li>• Complete required documentation in correct format</li> <li>▪ Work to ensure the safety of self and others with in the legislative requirements of Occupational Safety and Health</li> <li>▪ Use and store chemicals according to Material Safety Data Sheets; report all hazards and incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Follow current policy and procedures</li> <li>• Timely completion of work tasks</li> <li>• Timely reporting and resolution of complaints</li> <li>• High satisfaction rate from customers (internal &amp; external), patients and families</li> <li>• Accurate and timely documentation and reports</li> <li>• Appropriate safety behaviour</li> <li>• Timely reporting of risks and safety hazards</li> <li>• Maintain dept KPI's relating to output and accuracy of records</li> </ul>

#### SECTION 4

##### Authority Levels

- The Team Leader reports to the Executive Manager Clinical and Support Services and functions within the management limitations and assigned delegation.

## SECTION 5 Selection Criteria

Qualifications
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Current Police Check (no more than 6 months old)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Certificate II or III in Business or similar</li> </ul>
Knowledge
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Familiarity with medical terminology, Health fund requirements and hospital billing processes</li> <li>▪ OSH legislation and employee requirements</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Quality improvement and risk management processes</li> </ul>
Skills
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrated keyboard, computer and typing skills, including experience in data entry, word processing and spreadsheet skills</li> <li>▪ Attention to detail</li> <li>▪ Well developed written and verbal communication skills</li> <li>▪ Well developed organisational skills</li> <li>▪ Customer Service skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Use of hospital based computerised patient management systems</li> </ul>
Experience
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Organising own time and work processes to meet deadlines</li> <li>▪ Dealing with conflict, particularly over the phone</li> <li>▪ Determining and exceeding customer expectations</li> <li>▪ Working effectively as part of a team</li> <li>▪ Building and sustaining relationships with colleagues and customers</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Management and Supervision of staff in the Health Services Industry, preferably in a hospital environment.</li> </ul>



**SECTION 6**  
**Acceptance of Position Description**

---

Team Leader, Patient Services - Admissions

---

Date

---

Executive Manager Clinical and Support Services

---

Date