Job Title:	Patient Travel Administration Officer		
Classification:	Administration Officer AO3	**Department:**	Primary Health Care (PHC)
Location:	Manayingkarirra Primary Health Care Centre		
Reports to:	Clinical Operations Coordinator and Primary Health Care Manager		
Employment Conditions:	Mala'la Health Service Aboriginal Corporation Enterprise Agreement 2024-2027		

JOB DESCRIPTION

POSITION FUNCTION

TO PROVIDE ADMINISTRATION AND CLERICAL SUPPORT FOR THE PROVISION OF PATIENT ASSISTED TRAVEL SCHEME (PATS) AND TO BE THE PRIMARY CONTACT POINT FOR ALL PATS ENQUIRIES

ROLE AND RESPONSIBILITIES

PATS ADMINISTRATION

- Provide a high level of administration and clerical support for PATS.
- Coordinate travel bookings and logistics associated with clients attending Outpatient appointments requiring PATS travel in a timely manner.
- Liaise effectively with Darwin PATS Officers on travel bookings, to ensure bookings are done and travel itineraries received in a timely manner to arrange travel reminders and airport pick-ups.
- Collaborate with Visiting Services Nurse in determining whether clients can attend Telehealth or Outreach Clinic appointment, instead of Outpatient appointment requiring PATS travel.
- Collaborate with Visiting Services and Chronic Conditions Nurses for blood tests and or other medical checks to be done prior to clients attending Outpatient appointments.
- Collaborate with other Health Program Nurses regarding clients Outpatient appointments to bring the best outcome for the clients.
- Liaise with Royal Darwin Hospital (RDH) Outpatients team and other Health Provider Coordinators on clients' appointments and any rescheduling that may need to be requested.
- Active communication with clients for travel confirmation in attending PATS appointments and to ensure on-time travel bookings.
- Liaise effectively with the Clinic Bus Driver with the delivery and feedback on clients PATS appointment cards.
- Maintain up-to-date client information system (Communicare) with PATS appointments, clients' confirmation/feedback and travel arrangements to ensure effective coordination of information amongst all health staff.

- Maintain accurate demographic and Medicare information in client information system (Communicare).
- To demonstrate a high level of confidentiality.
- To support effective communication and liaison between clients, clients' family, Health Centre staff and personnel.
- To perform other duties or assist in other Clinical Administration areas as requested within scope by the Clinical Operations Coordinator and or the Primary Health Care Manager.

Information Systems

- Adhere to the Information technology policies of Mala'la Health Service

Work, Health and Safety

- Be familiar with WH&S policies and procedures; apply guidelines and procedures
- Report safety hazards within the workplace
- Identify and assist in rectifying safety hazards within the workplace environment

SELECTION CRITERIA

Essential

- Demonstrated ability to communicate effectively within a remote community setting.
- Demonstrated sound and efficient organisational skills.
- Ability to work effectively in a team environment with minimal supervision.
- Demonstrated experience in interacting effectively with health agencies and departments.
- Demonstrated ability to exercise initiative and to be well organized, self-directing and manage competing demand within given time lines.
- Demonstrated written and oral communication skills in a cross-cultural context.
- An ability to interact effectively with people from different cultures.
- Proven administration experience, including maintenance of administrative records and well-developed resource skills.
- Literacy, numeracy, computer skills and an attention to detail to ensure accurate recording of demographic, Medicare information and electronic client records.
- Well-developed competency in computer skills with sound working knowledge of several software packages including: Word, Excel, Publisher and client information systems (i.e. Communicare, PCIS).
- Demonstrated ability to observe and apply confidentiality to ensure client information, data and other documents are not accessed by or available to unauthorized personnel.
- Satisfactory Criminal History Check
- Current NT Working with Children Clearance Ochre card holder, or the ability to obtain one
- Australian Drivers Licence

Desirable

- Experience working within an Aboriginal Medical Service
- Experience living in a remote Aboriginal community
- Demonstrated ability to engage and work effectively within a remote Aboriginal community

ACCEPTANCE OF RESPONSIBILITIES			
I have read the requirements and responsibilities outlined in this Position Description, MHSAC Code of Conduct, Employment Terms and Conditions and agree to meet and adhere to these, and have my performance monitored and evaluated in relation to my performance in the role as detailed through this document.			
Signature of Appointee:		**Date:**	
Signature of Mala'la Health Service authorized personnel:		**Date:**	