

## POSITION DESCRIPTION

# PRIMA - REFERRAL ADMINISTRATION OFFICER

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## PURPOSE OF POSITION

The Referral Administration Officers (RAO) in the Primary Mental Health Access (PRIMA) Service are the first point of contact for potential clients and external stakeholders and are responsible for:

- answering incoming telephone calls to the PRIMA Service,
- processing received referrals,
- managing the waiting lists,
- arranging initial appointments for referred clients,
- administrative support for PRIMA,
- attending to outgoing correspondence, and
- other general administrative duties as required.

The position supports the strategic objectives of Hunter Primary Care (HPC) by providing service that meets client needs to deliver quality services that benefit the community.

## REPORTS TO

- Team Leader, PRIMA Service

## KEY RESPONSIBILITIES

### INFORMATION SERVICES

- Calls are answered promptly and professionally in accordance with HPC protocols
- Telephone messages are recorded accurately and passed on to the appropriate person
- Identify and ensure that high risk clients who are escalated or in need of urgent assistance are connected with appropriate supports
- Provide general information to GPs and other stakeholders about PRIMA procedures.
- Assist the PRIMA staff in maintaining information databases of referral resources in the HNECC regions
- Communicate in a manner that is respectful, empathic, courteous and professional with staff, clients, and stakeholders

### REFERRAL MANAGEMENT

- Ensure that patient referrals are entered into the Client Management System, PRIMA Database, the Waitlist Database and decision tools if necessary, efficiently and accurately as required
- Receive and action incoming referrals in accordance with referral management procedures including establishing files in the client management system.

- Provide follow-up contact to GP practices (or other referrers) where further referral information is required prior to the triage assessment
- Collect and record data and information in relation to clients, referrers and professionals; identify and resolve any errors and omissions; ensure that Databases are maintained and updated accurately with the information received and that the Client Management System is updated with the latest information from staff.
- Ensure referrals are setup for the staff and/or Team Leader to review for triage on a daily basis
- Ensure that any letters, correspondence or secure messaging to referrers, patients or onward referrals to external services are undertaken promptly following the completion of the triage process.

## APPOINTMENT MANAGEMENT

- Assist Client Services Team (CST) staff in maintaining the accuracy of the available appointments spreadsheet
- Arrange urgent and semi-urgent initial appointments as directed by the PRIMA Mental Health Workers or the Team Leader
- Arrange non-urgent initial appointments for referred patients from the Waitlist database
- Ensure that any letters, correspondence or secure messaging to referrers and/or patients relating to patient appointments is undertaken in a timely manner
- Maintain the accuracy of all patient information on the Waitlist database, including removing clients that are considered as no further action.

## GENERAL ADMINISTRATION

- Provide administration support to the PRIMA team, including assistance with scanning, faxing, mailing or secure messaging.
- Provide administrative support to the CST, as requested by the PRIMA Team Leader
- Undertake other administrative duties within the skills and competency of the RAO as directed by the PRIMA Team Leader
- Attend meetings as requested, write and distribute minutes of meetings as required.

## WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons
- Comply so far as is reasonably able, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety
- Proactively address any issues that may adversely affect the health and safety of any persons at HPC.
- Attend training in relation to the role including SafeSide training or Lifeline SafeTALK training

## SELF-MANAGEMENT

- Professional and proficient interpersonal skills are demonstrated at all times when interacting with clients, visitors, other stakeholders and staff when face to face, speaking on the telephone, or communicating via other means, such as email
- Behaviour is perceived to be consistent with the HPC core values and code of conduct

- Work is performed within the organisation's standards of policies and procedures and within the scope of the incumbent's professional expertise under the direction of the PRIMA Team Leader
- Active participation in performance planning and reviews and professional development
- Active participation and contribution at team meetings and improvement initiatives
- Issues and challenges are communicated to the PRIMA Team Leader in a timely and constructive manner
- Communicate and escalate issues and challenges to relevant Leadership team.

## SELECTION CRITERIA

### ESSENTIAL CRITERIA

- Business Administration qualifications and/or a minimum of 2 years' experience working in reception, Administration and/or office environment
- Excellent communication manner and good interpersonal skills
- Critical thinking and quick decision making skills
- Excellent time management and organisational skills with a keen attention to detail
- Ability to prioritise workloads
- A professional and enthusiastic approach
- Demonstrated capacity to work autonomously and as part of a team
- Experience and flexibility in learning and adapting to new systems
- Well-developed computer literacy and keyboard skills, including experience in using databases and other computer programs, such as Word, Excel and Outlook.

### DESIRABLE CRITERIA

- Experience in working in a mental health or primary health care setting
- Familiarity with clinical/medical software programs
- Have completed SafeSide training or Lifeline SafeTALK training or willingness to undertake

