

Health Services Administration Officer

Last Reviewed: 16 Nov 22

Position Summary

The Health Services Administration Officer supports Asthma WA activities by professionally delivering a wide range of services including client bookings, managing referrals, data entry, and other administration requirements.

The key focus of this role is to assist and enhance the smooth running of the Health Services Team and its activities, with a focus on supporting client services. All Asthma WA staff are expected to adhere to the team values - Teamwork, Integrity, Commitment, Respect and excellence and promote these values at every opportunity. These are important to the role of Health Services Administration Officer as a front facing representative of the organisation.

Reports to: Office Manager

Key Accountabilities

- Understand, comply with and adhere to all Asthma WA values, policies and work practices

Health Services Support

- Professional and friendly manner towards all internal and external stakeholders
- Provide support to the multi-disciplinary Health Services Team
- Manage referrals, client bookings and scheduling across a range of services
- Provide administrative support for a variety of services and programs
- Maintain efficient and accurate health Services databases and recording processes
- Organise and attend meetings and take high quality minutes
- Provide professional and high quality external and internal written communications
- Develop, maintain and implement administration processes to help streamline service provision
- Provide professional, quality external and internal written communications

General Administration

- Provide support to Reception and Community Engagement staff as required
- Maintain a well organised, tidy and welcoming reception area
- Provide Reception cover for breaks, holidays and illness
- Promote Asthma WA's key initiatives such as fundraising, events, health services and retail sales as appropriate to visitors and over the phone
- Provide excellent customer service to clients and stakeholders in all interactions
- Other duties as directed by GM – Health Services

Essential criteria:

- Excellent telephone manner and communication skills across all platforms – email, verbal, etc
- Advanced computer skills, including proficiency in Excel, Outlook, and database systems (Best Practice software experience highly regarded)
- Excellent data entry accuracy and attention to detail
- Previous experience in a medical or health related administration role
- Ability to work effectively, independently and in a team environment
- Possesses a “can do” attitude and be prepared to “support” the team
- Ability to work to deadlines and proven time management skills
- Highly organised with the ability to manage multiple projects at the one time
- Willingness to learn and motivated
- Work well under pressure
- Must be a non-smoker (includes vaping)