

POSITION DESCRIPTION – SCHEDULER

Reports to: Scheduling Services Manager

Direct Reports: Nil

Key Relationships: All Clinical and Administrative personnel; external customer groups, contractors and suppliers

CORE Values:

WE
COLLABORATE

Share the workload
Support one another
Share clear goals
Take ownership
Follow through
Be inclusive



WE
ASPIRE

Professional ethics
Be knowledgeable
Continue education
Take personal responsibility
Show integrity
Strive for gold standard



WE
RESPOND

Show empathy and compassion
Honest and transparent communication
Accessible and present
Personalise service
Go the extra mile
Focus on family



WE
EVOLVE

Pioneer new solutions
Be curious
Be nimble
Keep the edge
Be flexible to meet patient needs
Look for improvements



PURPOSE OF POSITION:

To manage patient appointments in a timely manner and to ensure our patients and their families, or support people, feel they are being cared for in a comfortable and welcoming environment.

The Scheduler will be responsible for a combination of reception cover and scheduling tasks including, but not limited to:

- Providing high quality reception and administrative support to the patients, doctors and staff at the practice
- Managing all patient appointment in an efficient, timely and courteous manner
- Maintaining confidentiality of all information and providing flexibility in practice staffing arrangements where possible

KEY ACCOUNTABILITIES:

Scheduling:

- Register new patients into Mosaiq as soon as possible after receipt of referral
- Schedule and advise patients of appointments within the required timeframe
- Follow up on outstanding test results
- Make/change/confirm appointments in Mosaiq as required
- Enter/amend patient details where necessary and advise accounts and transcription of updates
- Ensure effective handover to scheduling colleagues ahead of any planned absence
- Assist with scanning documents

Reception Cover:

- Assist with reception cover as required (lunch breaks/leave cover)
- Meet and greet at Reception and check/update patient records
- Answer the telephone in a courteous and professional manner
- Liaise with patients and their families in a compassionate manner
- Manage incoming and outgoing mail
- Receive and convey messages in writing, verbally or electronically
- Prepare clinic rooms – door signs, printer paper, business cards, soap, tissues etc
- Process payments as required

General:

- Maintain professional practice dress and grooming standards
- Adhere to prescribed workflow processes relevant to role
- Communicate courteously and effectively with Canopy staff and other healthcare providers
- Action miscellaneous support requests during clinic sessions and ensure tidiness of consulting rooms in between sessions
- Ensure practice confidentiality and privacy standards are upheld
- Contribute equitably to maintaining the cleanliness of the practice
- Any other administrative duties as directed by Scheduling Services Manager
- Inform Manager of planned or unplanned absences as soon as possible

QUALIFICATIONS AND EXPERIENCE:

ESSENTIAL	GOOD TO HAVE
<ul style="list-style-type: none"> • Privacy Act knowledge applicable to the health sector. • Worked within a demanding operational environment, managing multiple tasks within defined performance criteria. • Worked in a service industry interacting directly with the external customer. • Keyboard skills and computer literacy. • Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations. 	<ul style="list-style-type: none"> • Health sector experience

KEY COMPETENCIES:

ACHIEVEMENT	<ul style="list-style-type: none"> • Works to the standards and targets set by manager. Demonstrates commitment to doing the job well and right. • Checks own work for required quality, striving to do things right first time and meeting quality and performance targets. Demonstrates initiative by identifying or anticipating opportunities and problems up to five years ahead, proactively assessing options and recommending/implementing appropriate responses.
INFLUENCE & SERVICE	<ul style="list-style-type: none"> • Shows customer & service orientation by ensuring customer service is a priority at all times. • Open and honest in dealings with others, respecting their views, perspectives and concerns, and shaping actions and reactions in a manner that reflects an understanding of these. Able to effectively communicate own perspective to others.
WORKING WITH OTHERS	<ul style="list-style-type: none"> • Committed to teamwork and collaboration. Participates willingly in helping the whole business perform well and co-operates with others in doing so.
THINKING & UNDERSTANDING	<ul style="list-style-type: none"> • Uses common sense, past experience and an understanding of procedures to identify and solve day-to-day problems. • Applies conceptual thinking to observed situations, identifying root causes and contributing factors, shaping responses accordingly.

PERSONAL
RESILIENCE

- Shows flexibility by adapting own strategies, goals, approaches and displays a positive attitude to others.
- Shows persistence in dealing with difficult tasks or situations over a long period of time, until successfully completed or a decision is made not to continue. Maintains optimism and positive attitude throughout.
- Shows self-confidence in willingness to take on difficult or complex challenges. Expresses own position confidently and clearly.

KNOWLEDGE & SKILLS

- Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations.