



Team Leader – Patient Services (Admissions) Full time – Monday to Friday

We are seeking a proactive and self-motivated Team Leader to join our Admissions team to assist in delivering an efficient, reliable and customer focused administrative support service.

Ideally, you will be someone who can manage a diverse, high performing team, provide ongoing feedback and instill the principles of continuous improvement in all facets of administrative management for patients.

As the team leader, you will provide daily direction to members of the Patient Services Admissions team to ensure that the total function for processing of patient records is met in accordance with standards and KPIs. The role will require you to plan rosters, train staff and provide ongoing mentorship. A preparedness to participate in daily processing during peak times or as back up for the team as circumstance dictates is expected.

Your leadership style will promote both the key core values of Bethesda Health Care and team cohesion.

Integral to your success in this role is your attention to detail, ability to problem solve and implement consistent decision making.

Essential criteria

- Ability to demonstrate and work within the Bethesda Health Care Values at all times.
- Previous management and supervisory experience in the Health Services Industry, preferably hospital based
- Familiarity with medical terminology, Health fund requirements and Hospital billing processes
- Demonstrated keyboard, computer and typing skills, including experience in data entry and word processing
- Attention to detail
- Customer Service skills
- Well developed written and verbal communication skills
- Well developed organisational skills
- Ability to organise own time and work processes to meet deadlines
- Customer focused with the ability to determine and exceed customer expectations
- The ability to work effectively as part of a team
- Demonstrated ability to build and sustain relationships with colleagues and customers
- Ability to deal effectively with conflict
- Experience with hospital based computerised patient management systems

Desirable criteria

- A Certificate II or III in Business or similar

Employee Benefits include:

- Friendly and modern working environment
- Attractive remuneration and generous salary packaging
- Discounted staff meals
- Access to free parking
- Close to public transport

For further information contact Deborah Bell, Executive Manager Clinical and Support Services on 9340 6300.

To apply please e-mail your CV with a covering letter addressing the selection criteria and outlining your experience in relation to the position along with an application form that can be found on our web site to patientservices_employment@bethesda.org.au by close of business Friday 7 July 2017. Please mark the "Subject" line of your e-mail Team Leader.

Please note that successful applicants will be contacted via phone or email. Unfortunately, due to the high volume of applications received for our current vacancies, we are unable to provide an individual acknowledgement or feedback about your application if you are not successful for short listing.