

POSITION DESCRIPTION

Role Title	Administration Assistant
Reports to	Administration Coordinator
Roles reporting into this role	N/A
Accountabilities and Responsibilities	<ul style="list-style-type: none"> • Work collaboratively with the Wandi Nerida Team to help establish trust and rapport with participants. • Undertake general office duties to support the day to day business operations of the relevant Wandi Nerida team. • Perform the duties of a Ward Clerk in a hospital setting such as ordering stock, liaising with pathology, radiology or pharmacy providers, maintaining the medical record, scanning documents into the Electronic Medical Record (EMR). • Undertake super user training for the Patient Administration System (PAS) and Electronic Medical Record (EMR) to support staff in orientation to the systems. • Take on the role of Minute Secretary for allocated committees, keep the records in the Wandi Nerida corporate records system, ensure agendas, meeting papers and minutes are completed in a timely manner. • Lead the admission and discharge processes in the patient administration system and electronic medical records. Respond to incoming telephone calls and emails in a timely, professional and appropriate manner; appropriately and quickly identify caller/contact person's needs and respond, transfer or redirect appropriately. • Enter/update information on databases, spreadsheets, record management systems. • Organise and maintain paper and electronic files. • Assist with general document formatting; document simple procedures. • Book and coordinate event and travel arrangements as advised by manager. • Provide efficient reception and administrative support service to the Wandi Nerida Community by prioritising workloads and exercising judgement and initiative to resolve immediate problems that arise. • Communicate effectively in both written and oral forms, displaying confidentiality, sensitivity, understanding, diplomacy and discretion in dealing with the participants, participants' carers and family members and other staff members. • Exercise discretion whilst maintaining high levels of confidentiality. • Be a productive team member and to work autonomously and harmoniously with minimal supervision within a multi-disciplinary team environment. • Comply with and utilise procedures, policies, regulations and standards which impact upon the position, including contemporary Human Resource management requirements and practices, such as Workplace Health and Safety, Equal Opportunity and Anti-discrimination policies. • Collaborate with the Billing Clerk and Clinical Coding team to ensure each episode of care has the appropriate information available in the Patient Administration System and Electronic Medical Record.
Selection Criteria	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrated proficiency in the use of established administrative processes. • Highly proficient phone manner and excellent communication and interpersonal skills. • Extensive experience in an administration role. • Highly competent user of MS Office suite (Word, Excel, PowerPoint etc.).

	<ul style="list-style-type: none"> • Experience using an electronic medical record system or other databases. • Empathy and a general understanding of eating disorders and disordered eating, body image and related issues and of their impact both on the individual experiencing the issue and on their families, friends partners and other carers. • A compassionate approach with a strong understanding of and respect for each participants rights and privacy. • Demonstrate high level of communication and interpersonal skills, including the ability to liaise, consult and negotiate with a diverse range of stakeholder to build and maintain positive relationships. • Knowledge of or an ability to rapidly acquire knowledge of workplace processes, procedures and standards applicable to the role and service delivery to the hospital. • Willingness to participate in a therapeutic community. • Adaptable and flexible approach to work, particularly when circumstances result in a change in routine. • Ability to eat in a healthy, relaxed, flexible manner in the company of others, and to model an appropriate relationship with food. • Willingness to walk the talk of our therapeutic approach. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in a health care administration. • Previous experience working with patient administration and medical records systems. • Experience in setting up new systems & processes. • Proficiency in the application of internal hospital information systems (Global Health Patient Administration System, Mastercare EMR). • Prior experience in producing reports or paperwork with compliance requirements. • Embracing a recovery model in which we approach the people in our care with hope and a belief that they have the ability to recover from their illness.
<p>Other Requirements</p>	<p>Vaccine Preventable Diseases (VPD) Requirements</p> <p>It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment:</p> <ul style="list-style-type: none"> ▪ Measles ▪ Mumps ▪ Rubella ▪ Varicella (chicken pox) ▪ Pertussis (whooping cough) ▪ Hepatitis B ▪ Seasonal Flu ▪ COVID-19 Any other vaccine required to be held by Health Professionals <p>We encourage applications from people with lived experience of eating disorders, and family members/carers of people with eating disorders. It is a requirement of all roles, that those who have experienced an eating disorder consider themselves to have been recovered for at least two years.</p> <p>At all times:</p> <ul style="list-style-type: none"> • Relevant to the position, participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards and quality improvement programs. • Conduct yourself in a professional manner. • Have exceptional interpersonal relationship skills and a positive attitude

	<ul style="list-style-type: none"> • Strive to act in accordance with the vision, mission and objectives of Wandí Nerida • Follow Wandí Nerida’s policies and procedures. • Follow/participate in occupational health and safety measures. • Act considerately around the workplace and have regard for the well-being of fellow staff, volunteers and our service users. • It is a requirement of all positions at Wandí Nerida that the person has a Working With Children Check clearance (pass) and Police check and complete required vaccination status to work in a Queensland Health Service. • All staff should be aware of and actively uphold the Wandí Nerida values. • We practice truth without judgement, fostering social connection.
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WANDI NERIDA

Overview	<p>Wandi Nerida is the trading name for Butterfly Residential Care Pty Ltd and is limited by shares. It is a not for profit company 100 percent owned by the Butterfly Foundation, Australia’s leading national charity for eating disorders and body image issues.</p> <p>Wandi Nerida is situated on a beautiful, serene 25-acre block in the Mooloolah Valley on the Sunshine Coast and will make a significant contribution to improving treatment options for Australians with eating disorders. It will be a licensed private mental health facility that provides a unique service within the eating disorder care continuum and accepts referrals from all states and territories in Australia. Within the ecosystem of eating disorder services, Wandí Nerida will fill the gap between hospital admission and outpatient care to provide an opportunity for a more intensive psychological recovery and more seamless integration of services.</p> <p>This purpose-built, multidisciplinary staffed facility will provide a healing space where people living with eating disorders can work, over time, towards healthy minds and bodies. The B-FREEDT model is recovery orientated integrating lived experience as a key feature of our staffing model. In addition, to Wandí Nerida providing a safe, innovative environment for those most in need of psychological and physical care, it will be an important pilot project for future Australian models and facilities. The care we deliver will allow us to gather the evidence we need to make the case for the provision of high-level residential care and support across multiple sites around Australia.</p>
Meaning Behind Wandí Nerida	<p>We are thankful for the involvement of local elders who came to our property and offered insight into the traditional culture and stories of the region. In doing so, they gifted us with the name <i>Wandi Nerida</i>, which means to “gather together to blossom”.</p> <p><i>The meaning behind this name comes from a small insect that was very unhappy within itself. All it wanted to do, was break free and live a life worth living. It knew, that if it stayed the way it was, then one day someone would come along and squash it into the ground and it would be nothing but a worthless downtrodden squashed bug. So in all its wisdom, it isolated itself in a cone, drawing strength from itself to become a new creation so it could fly off and explore the many different levels in life. Reasoning behind, why there’s so many beautiful butterflies in the world today, flying around exploring the many new heights in life.</i></p>
Vision	Intervention is early in illness and episode, treatment is effective, affordable and accessible and treatment is sustained.
Mission	Change the experience of eating disorders: Saves lives, minimise incidence and impacts, improve quality of life and make recovery a reality.

<p>Values</p>	<p>Wandi Nerida values are at the core of everything we do and support our model of care. All participants, staff and families are expected to support our values being translate into practice.</p> <p>I: Integrity: we are honest, open, ethical and fair and we. Innovate: in everything we do we challenge our ideas of what’s possible</p> <p>C: Connect with Compassion: we show up as real, vulnerable transparent human beings who speak from the heart, value other’s contributions, and invest in each’s others growth.</p> <p>A: Accountable: We welcome honest conversations that challenge when necessary and don’t make assumptions- we ask and answer questions and rely on each other to make solutions.</p> <p>R: Respect: The trust and respect we have for each other infuses passion into everything we do</p> <p>E: Encourage with Equality: We believe that greatness comes from unlocking each other’s potential and valuing our differences</p>
<p>Objectives</p>	<ul style="list-style-type: none"> • Advocate excellence and consistency in the culture of care and support for people with eating disorders and encourage a better understanding of the complexities of eating disorders and the need for a compassionate, flexible and holistic response. • To operationalise Australia’s first Residential Eating Disorder Facility and provide effective affordable, accessible care. • To provide an efficient model of care and sustainable financial model for viability and the foundation and development of other facilities in Australia. • To ensure there is clinical and economic evaluation of the B- FREEDT model to support evidence-based practice and research for carers and families effected by eating disorders • Increase access for all people with lived experience of an eating disorder and carers in Australia to effective treatment and support. • Ensure that everyone in the Wandi Nerida team feels recognised for their skills and experience, is fully engaged and supported in making their contributions and that the organisation is providing opportunities for professional growth and development. • To ensure Wandi Nerida is well integrated into both the National and State Systems of care to provide sustained recovery for those effected by an eating disorder.

Wandi Nerida acknowledges Aboriginal and Torres Strait Islander people as Australia’s first people and traditional custodians.

Wandi Nerida is committed to embracing diversity and welcomes all people irrespective of body shape and size, ethnicity, faith, age, sexual orientation and gender identity. More information about our commitment to reconciliation, diversity and inclusion is available here: <https://butterfly.org.au/who-we-are/reconciliation-inclusion/>.