Medical Administration Position

PIONEER HEALTH ALBANY

APPLICATION PACKAGE

Pioneer Health Albany is a large medical practice, with over 30 GPs and 30 admin and nursing team members. The practice is owned by Dr David Tadj and Dr James Turner, with Jeni Anning as the General Manager. The practice has a strong culture and prides itself on being inclusive, welcoming, supportive and fun!

The position will be busy, well supported and provide a high level of fulfillment as we work together to care for our patients' health care needs.

This role offers the opportunity for growth and development within a supportive and forward-thinking healthcare team.

POSITION SUMMARY:

The Medical Administration position supports the management and administrative teams by fulfulling a range of tasks as required by the team and described under Key Responsibilities.

HOURS OF EMPLOYMENT:

This position permanent part-time (three/four days a week). Occasional weekend work will be required.

KEY RESPONSIBILITES:

- Greeting and checking in patients as they arrive at the practice
- Processing billing for patients
- Booking of appointments
- Assisting patients on the phone
- Providing assistance and support to the management team.
- Sorting, registering and distributing of incoming mail
- Scanning and electronic filing
- Restocking of GP rooms
- Stock management across the practice
- Supporting GP, nursing and administrative teams as required

SELECTION CRITERIA:

- Ability to work well within a team
- Caring personality, with a high level of patience
- Competent IT skills ie: typing, Microsoft Suite, emails etc
- Attention to detail
- Strong verbal and written communication skills
- Adaptable and flexible
- Attitude demonstrable with Pioneer Health's core values:
  – Act with integrity
  – Be fair
  – Have fun
  – Be socially responsible
- Previous customer service experience is desirable but not essential.

PIONEER HEALTH ALBANY GUIDING PRINCIPLES

The staff at Pioneer Health have established the following principles of behaviour that guide our work each and every day:

- We are resourceful
- We are compassionate
- We support each other
- We are generous
- We listen

HOW TO APPLY

Your application must contain:

1) Cover letter

- addressing the selection criteria

2) Resume

Applications are to be sent to Tracey Robinson by email on tracey.robinson@pioneerhealth.com.au with the subject: Medical Administration Application.

If you have any queries in regards to the position, please call Tracey on 9842 2822.

Applications close:
5pm | Wednesday 2nd September 2026