

OVARIAN CANCER AUSTRALIA (OCA)

POSITION DESCRIPTION

Medical Administration Co-ordinator – Support Services

Position Purpose

This role provides efficient and timely activity coordination and administrative support to OCA's dedicated team of professionals who are supporting and providing programs to people impacted by ovarian cancer.

About the Position

Location: Queen Victoria Women's Centre, Melbourne

Reports to: Director of Operations, Support Services

Duration: 12 months

Parttime: 0.8 EFT (4 days per week)

About the Organisation

Ovarian Cancer Australia (OCA) is the leading national body for ovarian cancer in Australia. Founded in 2001 by a group of people personally affected by ovarian cancer, our vision *is to save lives and ensure that no woman with ovarian cancer walks alone*. We work to ensure that:

- Women with ovarian cancer have a strong voice
- All people with ovarian cancer have access to best practice diagnosis, treatment, information, and support
- A vibrant and growing national ovarian cancer research effort in Australia informs practice and translates into improved quality of life and survival for people impacted by ovarian cancer.

Our values: We listen: We are inclusive: We are courageous: We act with integrity

For more information, please visit www.ovariancancer.net.au.

Position Background

Each year in Australia, approximately 1700 people are diagnosed with ovarian cancer, and more than 1,000 die from the disease. Ovarian cancer has an extremely poor prognosis and has the lowest survival rate of any female cancer. In Australia, the overall five-year survival rate for people diagnosed with ovarian cancer is 48%. People have poor quality of life and outcomes, and Ovarian cancer has a range of programs supporting them and their loved ones. The main programs are via the Helpline, the Teal Support Program, Psychosocial Services, Peer to Peer Support Groups, and Information Resources.

Position Responsibilities

Support the OCA Support Services work

- Provide administrative support to the OCA Teal Support Program:
 - Monitor telephone inquiries and messages as appropriate
 - Liaise with Teal Support Program team, hospital and other health professionals
 - Receive referrals and monitor inbound email address
 - Create Health records for new women and upload documents
 - Coordinate outgoing communication to GP and Specialists
- Support other OCA support team as required and directed
- Manage the OCA support Customer Relationship Management system (Salesforce)
- Manage and support the OCA research database (RedCap)
- Maintain and update relevant documentation
- Coordinate meeting activity for support services
- Maintain support event calendar
- Collect and disseminate relevant meeting notes

Support the OCA organisation

- Work in collaboration with the OCA administrative services as needed
- Work in collaboration with the organisation's awareness, fundraising and research teams to support projects, campaigns and other Ovarian Cancer Australia activities.
- Contribute to the development of Ovarian Cancer Australia and Support Program strategy and planning.
- Contribute to the culture of decision-making including initiative, cooperation, collaboration and shared accountability.
- Other duties as directed.

Experience, Skills and Qualifications

- Medical Reception Training Qualification
- Microsoft Office Expertise
- At least three years' experience working with medical administration system or Customer Relations Management Systems (CRM) [Salesforce preferred]

Key Selection Criteria

1. At least three years' experience working with medical administration system or Customer Relations Management Systems (CRM).
2. Completion of medical reception training qualification or similar.
3. Excellent communication skills working within the health care team.
4. Computer literacy /CRM experience (Salesforce or other similar application highly regarded).
5. Demonstrated capacity to work effectively with a team.
6. Demonstrated service-oriented approach to support and assist others.
7. Strong organisational and time management skills.
8. Strong alignment with Ovarian Cancer Australia's values.

Mandatory Requirements

- Proof of eligibility to work in Australia.

Attributes

- Commitment to the mission and values of Ovarian Cancer Australia
- Positive, collaborative and 'can do' approach
- Inclusive and supportive team player.

APPLICATION INSTRUCTIONS

Applications must include:

1. A covering letter addressing the above key selection requirements.
2. A current curriculum vitae or resume.

Please email applications to: careers@ovariancancer.net.au

Telephone enquiries regarding the position may be directed to:
Shirley Getley – People & Culture Manager on (03) 92889-9712 or
Cyril Dixon – Director of Operations, Support Services on 0418 805 900

Closing date for applications is Friday 8 July 2022

We will be shortlisting and interviewing as we receive applications and may appoint the right candidate ahead of the closing date, so please don't delay in sending your application.