

1. Ministry: Ministry of Health and Medical Services		
2. Position Title: Referral Officer	3. Salary Level: L10-9	4. Division: Curative
5. Reports To: Secretary	6. Direct Reports: Director of Hospital Services (DH)	
7. Primary Objective of the Position: -Provide administrative and secretarial support for specialized clinical services that includes offshore referrals -To coordinate and facilitate specialized clinical services delivery and offshore referrals		

8. Position Overview	
9. Financial: \$ 10244 (starting annually)	10. Legal: Workmen compensation act,
11. Internal Stakeholders: <ul style="list-style-type: none"> • Doctors, Nurses • Admin & Account staff • MOH Patients • KITP staff • Referral Board members To be referred to Manager: <ul style="list-style-type: none"> • Authorization from Director, Senior Doctors and Secretaries for matters relating to the improvement of the overseas referral system, logistics and routine administration regarding referral patients 	12. External Stakeholders: <ul style="list-style-type: none"> • Gov't Ministries • State own enterprises
13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan) <ul style="list-style-type: none"> ▪ KDP/KPA: KPA 3. HEALTH ▪ MOP Outcome: 3.6. Improved health services delivery 	

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. It is an expectation that you may be required to perform additional duties as required.

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▪ <i>Divisional/Departmental/Unit Plan: Support Service, MHMS</i>		
Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
<ul style="list-style-type: none"> To work with and provide administrative /secretarial support for specialized clinical services structures (ORTAC, KSCSC & the Medical council) 	<ul style="list-style-type: none"> Work closely with clinical service providers (e.g RACS, Health specialist limited, Medical 	<ul style="list-style-type: none"> As required and when needed
<ul style="list-style-type: none"> Overseas referrals 	<ul style="list-style-type: none"> Write and keep record of minutes of referral meetings Coordinate and facilitate airline medical forms, and assist with the management of referrals of patients for treatment offshore Carry out proper travel arrangement that include flight Booking passport procession, and payment of patients money Coordinate check in of referrals at the airport Update the database on patients referred overseas detailing waiting time in the referral process, cost of referral, as well as the outcome of the referral treatment Conduct counselling and pre-departure orientation meeting to patients before travelling Keep track of referred patient and replenish pocket money in a timely manner Provide update report on patients upon request 	<ul style="list-style-type: none"> Requires good management and organizational skills Tasks to be completed on time Data and result of key activities set out Monthly output on offshore

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	<ul style="list-style-type: none"> • Prepare and organize all documents required for patients referral in a timely manner 	
<ul style="list-style-type: none"> • Secretarial Support for SCS Structures 	<ul style="list-style-type: none"> • Provide secretarial support for all specialized clinical service meetings (ORTAC, KSCSC, Kiribati Medical & Dental Council) • Document and management meetings minutes (filed and copies circulated to members) • Secretarial support to the chair of the Kiribati Medical and Dental Council to ensure proper recruitment criteria are being followed, ensure proper registration of members of visiting teams and necessary disciplinary actions are carried out for any proven malpractice Negligence 	<ul style="list-style-type: none"> • Provision for number of written minutes for KSCS should equal the number of visiting teams • Number of ORTAC meetings should be equaled to the number of written minutes
<ul style="list-style-type: none"> • Visiting teams 	<ul style="list-style-type: none"> • Liaise with the service providers to obtain the required documents for the procession of entry visa, temporary work permit, and appropriate registration • Maintain close communication with service providers, informing service providers of identified needs and ensure that planned services provisions is consistent with clinical needs-to be deleted • Meet the visiting team at the airport • Organize the briefing and debriefing meeting of the visiting team with the MHMS team • Assist with the visiting teams urgent needs 	<ul style="list-style-type: none"> • Number of briefing and debriefing meeting • Number of medical and nursing council meetings conducted for the registration if the team • Number of meetings of the KSCSC Database on patients seen by the visiting team is updated

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	<ul style="list-style-type: none"> • Liaise with service providers on scheduling and coordination of visiting teams • Maintain a schedule for all visiting teams to Kiribati and provide regular updates on these to KSCSC and SMC • Ensure services agreements are signed by both parties before visits are made • Assist in with the preparation for visiting teams through the use of agreed readiness check-list • Facilitate assessment of the services provided by visiting teams by keeping and update record of all consultations and procedures done by the visiting team 	
<ul style="list-style-type: none"> • SCS training 	<ul style="list-style-type: none"> • Work with health training providers to coordinate the specialized clinical services training for Kiribati Health Workers 	<ul style="list-style-type: none"> • Number of trainings conducted by the visiting team
<ul style="list-style-type: none"> • Installation systems for SCS 	<ul style="list-style-type: none"> • Assist in the development and maintenance of a functional information system that will capture the required specialist clinical services data • Oversee the development of an annual report of visiting specialist teams and patient referral for treatment overseas 	<ul style="list-style-type: none"> • Update reporting • Correctness of the report • Waiting time for patients

10. Key Challenges

11. Selection Criteria

11.1 PQR (Position Qualification Requirement): Bachelor degree in Management or any Science related field

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- Provision for on-standby for emergency cases for referral patients
- Able to be available for emergency calls for referral patients
- To be able to do counselling for critical and emotional patients

Education:

Experience: Experience with travel agency

Job Training: Any job training

Prerequisite:

11.2 Key Attributes (Personal Qualities):

Knowledge

- Customer and Personal Service, English, Technical knowledge

Skills:

- Speaking, Active listening, Reading Comprehension
- Complex Problem solving
- Time management
- Repairing- machines or systems using needed tools
- Equipment maintenance

Attributes

- Efficient, effective, Innovative
- Creative
- Approachable, Fair, Cooperative, hardworking, sharing

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