



## JOB DESCRIPTION FORM

### Section 1 - POSITION IDENTIFICATION

		<b>Position No:</b>	200557
<b>Division:</b>	Kimberley	<b>Title:</b>	<b>Clerical Officer -Reception</b>
<b>Branch:</b>	Kununurra /Wyndham and Halls Creek Health Services	<b>Classification:</b>	HSO Level G2
<b>Section:</b>	Administration	<b>Award/Agreement:</b>	Health Salaried Officers Agreement

### Section 2 - POSITION RELATIONSHIPS

<b>Responsible To</b>	<b>Title:</b>	Business Manager	<b>Other positions reporting directly to this position:</b>
	<b>Classification:</b>	HSO Level G6	
	<b>Position No:</b>	100006	
↑			<b>Title</b> Clerical Officer - Multiple Clerical Officer - Accounts Payable Clerical Officer - Travel/PATS Clerical Officer - Specialists Clinics Clerical Officer - Medical Records Clerical Officer - Medical Imaging Clerical Officer - PM/Weekend Reception Clerical Officers- Wyndham Hospital Clerical Officers – Admin/Exec Secretary Clerical Officer - Relief Clerical Officer - Casual Aged Care Clerk Clerical Officer – AM ward Clerk/ Reception Clerical Officer Admin – Exec Sect
<b>Responsible To</b>	<b>Title:</b>	Senior Administration Officer	
	<b>Classification:</b>	HSO Level G4	
	<b>Position No:</b>	100020	
↑			<b>Title</b> Clerical Officer - Multiple Clerical Officer - Accounts Payable Clerical Officer - Travel/PATS Clerical Officer - Specialists Clinics Clerical Officer - Medical Records Clerical Officer - Medical Imaging Clerical Officer - PM/Weekend Reception Clerical Officers- Wyndham Hospital Clerical Officers – Admin/Exec Secretary Clerical Officer - Relief Clerical Officer - Casual Aged Care Clerk Clerical Officer – AM ward Clerk/ Reception Clerical Officer Admin – Exec Sect
<b>This Position</b>	<b>Title:</b>	<b>Clerical Officer -Reception</b>	
	<b>Classification:</b>	HSO Level G2	
	<b>Position No:</b>	200557	
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<b>Positions under direct supervision:</b>	<b>Other positions under control:</b>								
<table><tr><td>Position No</td><td>Title</td></tr><tr><td>NIL</td><td></td></tr></table>	Position No	Title	NIL		<table><tr><td>Category</td><td>Number</td></tr><tr><td></td><td></td></tr></table>	Category	Number		
Position No	Title								
NIL									
Category	Number								

### Section 3 - KEY RESPONSIBILITIES

Provide Administration and support functions relating to clients and management to Kununurra/Wyndham and Halls Creek Health Services.

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State's major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Indigenous health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose *Working together for a healthier country WA*, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

## **OUR PURPOSE**

To improve, promote and protect the health of country Western Australians.

## **WHAT WE STAND FOR**

Quality health services for all.

Improving the health of Aboriginal people and those most in need.

A fair share for country health.

Supporting our team – workforce excellence and stability.

## **OUR VALUES**

**Community** – making a difference through teamwork, generosity and country hospitality.

**Compassion** – listening and caring with empathy and dignity.

**Quality** – creating a quality health care experience for every consumer.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity with a fair share for all.

**WA Country Health Service**

**23 June 2015**

**REGISTERED**

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#### Section 4 - STATEMENT OF DUTIES

Duty No	Details	Freq	%
<b>1</b>	<b>RECEPTION</b>		<b>70</b>
1.1	Provide a reception and telephone service for customers of the health service.		
1.2	Arrange patient admissions, transfer and discharges and enter all data into the computerised system.		
1.3	Maintain patient's medical records for admission to discharge.		
1.4	Request and return all patient related documentation as required.		
1.5	Actively participate in continuous improvement activities and apply quality improvement principles to all duties performed.		
1.6	Contribute towards the delivery of a quality customer – focused service.		
1.7	Maintain confidentiality in relation to patients and staff.		
<b>2</b>	<b>GENERAL</b>		<b>20</b>
2.1	Provide a typing service to medical Practitioners		
2.2	Relief of other Clerical Officers positions as required.		
2.3	Record accurate minutes at various meetings as required.		
2.4	Cull or destroy medical records as per health Service protocol.		
2.5	Arrange travel and accommodation for patients and staff as required.		
2.6	Provide accounts payable and receivable for external and internal clients.		
2.7	Maintenance of filing systems and office records, ensuring that appropriate statistics are recorded.		
2.8	Manage maintenance of departmental manuals.		
<b>3</b>	<b>OTHER</b>		<b>10</b>
3.1	Other duties as directed by line manager or their delegate		

*The occupant of this position will be expected to comply with the demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality through the course of their duties.*

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## Section 5 - SELECTION CRITERIA

### ESSENTIAL:

1. Proven experience in providing administrative support including reception duties.
2. Sound computer skills with experience using Windows, Microsoft Office and various databases.
3. Proven ability to use initiative, organise and prioritise effectively.
4. Well-developed written and verbal communication and interpersonal skills.
5. Demonstrated ability to work both independently and as part of a multi-disciplinary team.

### DESIRABLE:

1. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
2. Previous experience in a health environment

## Section 6 – APPOINTMENT FACTORS

Location	Kununurra	Accommodation	As per WACHS Kimberley Accommodation Policy
Allowances/ Appointment Conditions	<b>Appointment is subject to:</b> <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre- Placement Health Screening clearance</li> </ul> <b>Allowances include:</b> <ul style="list-style-type: none"> <li>• District Allowance as applicable</li> <li>• Annual Leave Travel Concession as applicable</li> <li>• Air Conditioning Subsidy as applicable</li> <li>• Additional week Northwest Leave</li> </ul>		
Specialised equipment operated			

## Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.



Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Operations Manager**  
Kununurra, Wyndham and Halls Creek Health Services

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Regional Director**  
WACHS Kimberley

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed