



North Metropolitan Health Service
Job Description Form

HSS Registered August 2016

Relief Clerks

Health Salaried Officers Agreement: Level G2

Position Number: 003840

HIMS Day Admission and Relief Services

Sir Charles Gairdner Hospital

Reporting Relationships

Deputy Manager
 Health Information Management Service
 HSO Level G7
 Position Number: 000587



HIMS Day Admission and Relief Services
 Coordinator
 HSO Level G4
 Position Number: CG00459



This Position



← Also reporting to this supervisor:

- Admission Clerks – G2
- DPU Clerks – G2
- Short Stay Unit Clerks – G2
- DOSA Clerk – G2

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	Nil
Nil			

Prime Function / Key Responsibilities

Relieves clerical posts in Health Information Management Service during periods of leave, sickness or other absence.

Brief Summary of Duties (in order of importance)

This position works within a collaborative team environment also interacting with patients, family members and visitors, therefore customer service is a key element of the role. The position holder will be expected to be able to conduct many tasks simultaneously and be able to prioritise their daily workload to ensure tasks are completed.

1. Clerical

- 1.1 Relieves clerical posts in Admission and Discharge Services, Non Admitted Services, Central patient Index (CPI) and the Medical Record Department during periods of leave, sickness or other absence. This involves shift rotation, weekends and public holidays.
- 1.2 Receives, re-directs and provides assistance both to telephone callers and patients, staff and visitors attending wards / departments.
- 1.3 Document and registers patients attending wards / departments.
- 1.4 Arranges and performs admissions and discharges for patients.
- 1.5 Maintains and updates the computerised Patient Administration System.
- 1.6 Prepares and maintains patient medical records relating to admissions and discharges.
- 1.7 Maintains filing systems including the tracking of medical records.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Good communication skills both oral and written.
2. Demonstrated organisational skills.
3. Demonstrated clerical and reception experience in a hospital or healthcare environment.
4. Ability to adapt to a changing environment.
5. Effective interpersonal skills and ability to work effectively as part of a multidisciplinary team.
6. Basic keyboard skills.

Desirable Selection Criteria

1. Knowledge of computerised Patient Administration System / TOPAS.
2. Understanding of appointment scheduling.
3. Knowledge of medical terminology.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Manager/Supervisor

Name: Rachael Rankine
Signature/HE: HE27061
Date: 16/08/16

Dept./Division Head

Name: Frances Harrison
Signature: HE50987
Date: 16/08/16

Position Occupant

Name:
Signature:
Date: