



North Metropolitan Health Service  
**Job Description Form**

HSS Registered September 2016

**Receptionist**

**Health Salaried Officers Agreement: Level G1/2**

**Position Number: 000239**

**Cardiovascular Medicine, Medical Specialties Division**

**Sir Charles Gairdner Hospital, North Metropolitan Health Service**

**Reporting Relationships**

Administrative Officer  
 Award Level: HSO 4  
 Position Number: 000028



Administrative Assistant  
 Award Level: HSO 3  
 Position Number: 000220



**This Position**



← Also reporting to this supervisor:

- Nil

Directly reporting to this position:

Title	Classification	FTE
Nil		

Other positions under control

- 

**Prime Function / Key Responsibilities -**

To provide a comprehensive reception service for the Department including phone and personal enquiries, managing the Department's outpatient appointments. Completion and distribution of patient test reports.

**Brief Summary of Duties (in order of importance)**

**1. Role-Specific Requirements**

- 1.1 Provide a comprehensive reception service for the Department which includes screening telephone enquiries utilising a multi-line switchboard and initiating appropriate action and receiving patients/visitors/hospital staff at the Reception window.
- 1.2 Schedule all clinic and Out Patient testing appointments. Manage any cancellations and reappointments as necessary. Book any relevant interpreter and transport services if required.
- 1.3 Register all patients arriving for clinics/tests and notify relevant staff.
- 1.4 Copy and distribute all test reports as required including copies for Consultant medical staff, GPs and medical records.
- 1.5 Tick off as complete on Cardiobase all test reports once distributed.
- 1.6 Sort all filing and send to medical records weekly.
- 1.7 Maintain all incoming mail and goods received into the Dept. Distribute all staff mail. Organise outgoing mail.
- 1.8 Update patient data on TOPAS/Cardiobase.
- 1.9 Organise for, receive and track medical records in the Department utilising MERITS and CARPS.
- 1.10 Liaise with other health professionals both internally and externally in the provision of reports and bookings.
- 1.11 Maintain photocopier, fax and Department printer.

**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. Certificate of secondary education [Year 10] or equivalent.
2. Previous clerical and reception experience in a busy environment.
3. Sound verbal communication and interpersonal skills.
4. Demonstrated organisational and time management skills.
5. Well developed keyboard skills.
6. Demonstrated ability to work effectively as part of a team but also without direct supervision.

### Desirable Selection Criteria

1. Demonstrated ability to use a multi-line switchboard.
2. Knowledge of hospital computer systems or relevant experience in a hospital or health care environment
3. 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: Tracey Frost  
Signature:  
Date:23/8/2016

### Dept./Division Head

Name: Paul Stobie  
Signature:  
Date: 24/08/2016

### Position Occupant

Name: Gitta Ward  
Signature:  
Date: 23/08/2016