



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	611557
Division:	South West	Title:	Receptionist Clerk
Branch:	Operations Coastal	Classification:	Level G-2
Section:	Busselton - Patient Information	Award/Agreement	Hospital Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	District Manager
	Classification:	Level G-10
	Position No:	610177

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Responsible To	Title:	Administration Coordinator
	Classification:	Level G-3
	Position No:	610241

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This position	Title:	Receptionist Clerk
	Classification:	Level G-2
	Position No:	611557

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OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title	Ward Clerk General Ward Ward Clerk Day Surgery Medical Records Clerk VMP Clerk Clerical Officer – Emergency Department Clerical Officer – Maternity Clerical Officer - Outpatient
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Positions under direct supervision:	← Other positions under control:								
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Position No.</td> <td style="width: 70%;">Title</td> </tr> <tr> <td style="text-align: center;">NIL</td> <td></td> </tr> </table>	Position No.	Title	NIL		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Category</td> <td style="width: 40%;">Number</td> </tr> <tr> <td colspan="2" style="text-align: center; padding: 20px;"> <div style="border: 2px solid blue; padding: 10px; margin: 0 auto; width: 80%;"> <p style="text-align: center; margin: 0;">WA Country Health Service South West</p> <p style="text-align: center; margin: 0;">1 November 2016</p> <p style="text-align: center; margin: 0;">REGISTERED</p> </div> </td> </tr> </table>	Category	Number	<div style="border: 2px solid blue; padding: 10px; margin: 0 auto; width: 80%;"> <p style="text-align: center; margin: 0;">WA Country Health Service South West</p> <p style="text-align: center; margin: 0;">1 November 2016</p> <p style="text-align: center; margin: 0;">REGISTERED</p> </div>	
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Section 3 – KEY RESPONSIBILITIES

Provides customer reception services and administrative support to assigned departments to Busselton Hospital.

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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, Aboriginal 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
South West**

1 November 2016

REGISTERED

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	ADMINISTRATION		95
1.1	Prepares and maintains patient records as per WACHS – South West policies and guidelines.	D	
1.2	Maintains switchboard services including Paging Unit in supporting patient's journey, from presentation to discharge.	D	
1.3	Assists in the management of all internal and external communications to assigned ward / department.	D	
1.4	Arranges safekeeping of patient private property as per policy.	D	
1.5	Manages internal and external mail distribution as per WACHS – South West guidelines.	D	
1.6	Assists staff in arranging patient and multidisciplinary appointments / bookings as required.	D	
1.7	Generates and distributes reports as required by the Administration Coordinator.	D	
1.8	Maintains stationery supply to ward / department.	D	
1.9	Performs general typing word-processing and clerical duties as required by the assigned ward / department.	D	
1.10	Complies with WACHS – South West policies and relevant protocols/procedures to assigned ward / department.	R	
1.11	Participates in staff education / orientation.	D	
1.12	Maintains confidentiality of all patient information.	O	
1.13	Initiates procedures for alerting Health Service Staff and Emergency Services of emergency situation in accordance with WACHS – South West policy and procedures.	D	
1.14	Acts as a receptionist to the assigned ward / department, attending to internal and external customer enquiries, directing them to the appropriate areas or information as required.		
2.0	OTHER	O	5
2.1	Performs other duties as assigned.	O	
2.2	Ability to work morning and afternoon shifts on a rotation basis which may include weekend shifts.		
2.3	Relieves other equivalent positions within the Health Service as required by the Administration Coordinator.		
	The occupant of this position will be expected to comply with and 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 throughout the course of their duties.		

<p>WA Country Health Service South West</p> <p>1 November 2016</p> <p>REGISTERED</p>
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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated effective interpersonal and communication skills, both verbal and written.
2. Demonstrated sound keyboard skills and experience in accurate data entry and retrieval of data.
3. Demonstrated organisational, time management and problem solving skills.
4. Demonstrated ability to work unsupervised and in a team environment.
5. Demonstrated knowledge of medical records procedures and practices.
6. Current C or C-A class driver's license.

DESIRABLE

1. Previous clerical experience in a health care environment.
2. Knowledge of Health Information computing system.
3. Current knowledge of and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Busselton Hospital	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check. • Successful Criminal Record Screening clearance. • Successful Pre- Placement Health Screening clearance. • Evidence of current C or C-A Class driver's license. 		
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: ____/____/____
Executive Services

Signature and Date: ____/____/____
Chief Executive Officer

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

