



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service - Midwest		Position No:	614035
Division:	Geraldton Hospital	Title:	Clerk - General
Branch:	Operations	Classification:	G - 2
Section:	Medical Records and Clerical Services	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title: Regional Manager Health Information Classification: G - 7 Position No: 604859	↑
Responsible To	Title: Coordinator Patient Information & Clerical Services Classification: G - 5 Position No: 614919	↑
This Position	Title: Clerk - General Classification: G - 2 Position No: 614035	↑

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u>Title</u> Administrative Assistant Customer Services Officer Clerk Medical Imaging Medical Typist Theatre and Waitlist Coordinator Clerk Theatre Clerical Assistant Receptionist Administration Officer
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Positions under direct supervision:	← Other positions under control:								
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Position No.</th> <th style="width: 70%;">Title</th> </tr> </thead> <tbody> <tr> <td style="height: 150px;"> </td> <td> </td> </tr> </tbody> </table>	Position No.	Title			<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Category</th> <th style="width: 30%;">Number</th> </tr> </thead> <tbody> <tr> <td style="height: 150px;"> </td> <td> </td> </tr> </tbody> </table>	Category	Number		
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Section 3 – KEY RESPONSIBILITIES

Provides clerical and general administrative support to Emergency, Medical Records, Day Surgery, General Ward and Ambulatory Departments.

WA Country Health Service –
Midwest

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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

Working together for a healthier country WA

WHAT WE STAND FOR

A fair share for country health – securing a fair share of resources and being accountable for their use.

Service delivery according to need – Improving access based on need and improving health outcomes.

Closing the gap to improve Aboriginal health – Improving the health of Aboriginal people.

Workforce stability and excellence – Building a skilled workforce and a supportive workplace.

OUR VALUES

Community - country hospitality, where there is openness, generosity and cooperation. Building healthy and empowered communities and teams, being inclusive, working together, valuing each other and the difference we can all make. A 'can-do' attitude.

Compassion - commitment to caring for others with consideration, appreciation, understanding, empathy, kindness and respect. Listening and being heard.

Quality - always striving to provide the best possible care and service through questioning and review, high standards, innovation, creativity, learning and improving. All of us being part of the solution.

Integrity - building trust based on openness, honesty, accountability and valuing and respecting others opinions and points of view. Demonstrating the values. Respectful communication and relationship building. Being mindful of the legacy we hand on to future staff and communities.

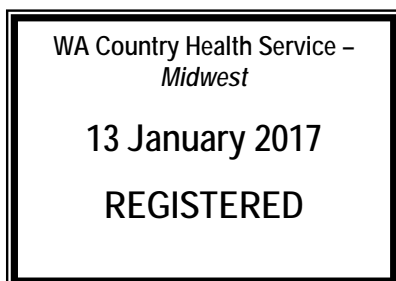
Justice - achieving equity and fairness, showing cultural respect, valuing and embracing diversity and respecting confidentiality. Treating everyone equally. Speaking up when there is injustice. Transparency.



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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	GENERAL CLERICAL DUTIES		
1.1	Provide reception duties including greeting and directing clients. Answer incoming telephone calls and handle general, patient and visitor enquiries in consultation with clinical and other staff. Distribute mail and messages in a timely manner, monitor Facsimile and dispense accordingly.		
1.2	Register, update and maintain patient information on the computerised Hospital based software system/s in accordance with Hospital procedure and standards.		
1.3	Operate Hospital switchboard and paging system.		
1.4	Process all Outpatient Occasions of Service on computerised Hospital based software system/s.		
1.5	Arrange, confirm and resource patient information and medical records for departmental clinics and appointments as required.		
1.6	Monitor data input into on the computerised Hospital based software system/s on a regular basis to ensure data integrity.		
1.7	Ensure stationery and Medical Record form stocks are kept at adequate level. Maintain appropriate levels of files, armbands and items used frequently and prepare admission packs for departments as required.		
1.8	Print and reconcile bed census every shift and regularly check and update any changes to Hospital based software system/s in regard to patient location.		
1.9	Retrieve medical records and prepare paperwork as required/instructed including photocopying medical record forms for inter-hospital transfers.		
1.10	Maintain filing of medical record and loose leaf filing. Collect and sort investigations into MRN order and inpatient status and distribute accordingly.		
1.11	Maintain departmental registers.		
1.12	Conduct, facilitate and pull files for Departmental Audits.		
1.13	Provide statistical information to clinical staff as required in accordance with Health Information guidelines.		
1.14	Provide clients and staff with information on the release of Information policy and procedures.		
1.15	Minute taking and typing for meetings.		
1.16	Maintain medical record systems including tracing, filing, storage and destruction in compliance with Hospital standards.		
1.17	Provide assistance to Clinical and other staff as required.		
1.18	Ensure emergency procedures are adhered to in accordance to hospital policy.		
1.19	Assist with quality activities as directed in accordance with the Operational Plan.		
1.20	Admissions		
	Admit emergency, elective and direct presentations and ensure correct details, financial classification and bed allocation are entered in on the computerised Hospital based software system/s		
1.21	Prepare medical records and labels for the next day admissions.		
1.22	Ensure all required forms are completed and necessary follow up action is instigated.		
1.23	Discharges		
	Ensure patient signs all necessary forms prior to discharge.		
1.24	Discharge all clients on the computerised Hospital based software system/s in a timely fashion.		
1.25	Collate all information and file in the correct sequence in medical record.		
1.26	Follow up incomplete Discharge Summaries (MR25).		
2.0	GENERAL WARD AND MATERNITY		
2.1	Provides confidential and efficient clerical and general administrative support to the General Ward (including Restorative, HDU and Paediatrics) and Maternity Departments.		
2.2	Action request forms relevant to other Hospitals, departments, Doctor's Surgeries, etc and arrange appointments as requested.		
3.0	EMERGENCY DEPARTMENT CLERK		
3.1	Provides confidential and efficient clerical and general administrative support to the Emergency Department Team.		
3.2	Register all emergency/outpatient attendances on the computerised Hospital based software system/s.		
3.3	Maintain CMI duplicate checking.		



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Section 4 – STATEMENT OF DUTIES – Page 2

Duty No.	Details	Freq.	%
4.0	MEDICAL RECORDS CLERK		
4.1	Attend to Medical Record and Health Information Inquiries.		
4.2	Register and process all requests for information.		
4.3	Follow up discharge summary completion.		
4.4	Facilitate and assist Freedom of Information requests and enquiries.		
5.0	AMBULATORY		
5.1	Provides confidential and efficient clerical and general administrative support to Cancer Care, Post Acute Care Services, Oncology, Respiratory, Diabetes, Renal and other members of the Ambulatory Care Team.		
6.0	DAY SURGERY		
6.1	Provides confidential and efficient clerical and general administrative support to the Day Surgery team.		
7.0	RECEPTION		
7.1	Sorts and stamps all outgoing mail, opens incoming mail, sorts and distributes.		
7.2	Collects and manually receipts all monies received, either through postal remittance, over the counter or over the phone for EFT's.		
7.3	Responsible for all cash and other items held in the Health Campus safe/strong room.		
7.4	Reconciles and codes monthly accounts for submission to Business Coordinator prior to payment – e.g. Pathwest, St John Ambulance.		
7.5	Receives valuables on behalf of patients and records in the Patient Private Property (PPP) book.		
7.6	Arranges payment of petty cash items, reconciliation and recoup as required.		
7.7	Maintains postage stamp register and recoups stamp advance when required.		
8.0	OTHER		
8.1	Completes other duties as directed or required.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to 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.		



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Section 5 – SELECTION CRITERIA

ESSENTIAL

- Demonstrated effective customer service skills.
- Demonstrated effective data entry skills.
- Demonstrated effective verbal and written communication skills.
- Demonstrated effective organisational skills.
- Demonstrated ability to work unsupervised.
- Demonstrated ability to maintain confidentiality.

DESIRABLE

- Working knowledge of HCARE.
- Understanding of medical terminology.
- Previous experience in a health environment
- Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Geraldton	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 Allowance: <ul style="list-style-type: none"> • District Allowance 		
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:
Manager

WA Country Health Service –
Midwest

13 January 2017

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Signature and Date:
Regional Director

WA Country Health Service –
Midwest

13 January 2017

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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

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