



Section 1 – POSITION IDENTIFICATION

Section 2 – POSITION RELATIONSHIPS

Positions under direct supervision:		← Other positions under control:	
Position No.	Title	Category	Number

Provide efficient and effective administrative support and initial point of contact for the day-to-day delivery of Telehealth services in the Regional Country Health Services.

Effective date November 2017

TITLE	Regional Telehealth Support Officer	POSITION NO	615017
		CLASSIFICATION	HSO Level G3



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 over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do. Safe, high quality services and information at all times. Care closer to home where safe and viable. Evidence based services, partnerships and collaboration.

OUR VALUES

Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

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

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

WA Country Health Service –
Central Office
9 November 2017
REGISTERED

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details		
1.0	ADMINISTRATION SUPPORT		
1.1	Ensures Telehealth service's patient centred processes are in accordance with Statewide Telehealth standards and guidelines.		
1.2	Receives and schedules Telehealth clinical appointments from metropolitan hospitals, intraregional services and other service providers via secure messaging system.		
1.3	Confirms appointments with patients and regional sites and coordinates availability of rooms and clinical staff as required in collaboration with Regional Telehealth Coordinator.		
1.4	Communicates with patients via phone, SMS and/or letter as required to advise of appointment details.		
1.5	Arranges patient transport to clinical venue as required.		
1.6	Liaises with regional sites to ensure equipment is turned on and functional for scheduled Telehealth sessions.		
1.7	Liaises with regional site contacts to meet and greet patients, making sure they are settled and comfortable with their videoconference appointment.		
1.8	Coordinates and facilitates regional Telehealth clinics as required in collaboration with the Regional Telehealth Coordinator.		
1.9	Processes booking requests of educational events ensuring availability of videoconferencing equipment.		
1.10	Arranges meetings as directed by the Regional Telehealth team.		
1.11	Provides administrative support to Regional Telehealth Team including preparation of newsletter as required.		
1.12	Maintains and updates electronic records and filing systems in accordance with Statewide Telehealth Service Standards.		
1.13	Undertakes other administrative tasks and special projects as directed by Regional Telehealth Manager.		
1.14	Assists with reports on Telehealth services to Regional Telehealth Manager as required.		
2.0	COMMUNICATION		
2.1	Provides single point of contact and support for regional sites on operational and technical issues for Telehealth services in collaboration with the Regional Telehealth Coordinator and Telehealth Service Desk		
2.2	Maintains respectful and confidential relationships and communications with patients, service providers and other users in line with WA Country Health Service values and professional codes of conduct.		
2.3	Works collaboratively with Statewide Telehealth Services and Regional Telehealth Coordinator to improve access, quality and efficiency of Telehealth services across the region.		
2.4	Works collaboratively with transport agencies and transport programs in the regions.		
3.0	OTHER		
3.1	Provides administrative support service to other Regional Telehealth Managers as required.		
3.2	To ensure continuity of service, the incumbent may be required to provide cover for other administrative officers for short periods of time as necessary		
3.3	Undertake other duties as directed.		

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

1. Demonstrated high level administrative support in healthcare environment.
2. Well developed interpersonal and communication skills (written and verbal), with the ability to liaise effectively across all levels internal and external to the organisation.
3. Well developed time management and organisational skills, and the ability to work within tight deadlines and with minimum supervision.
4. Ability to maintain confidentiality and use discretion in seeking and relaying information.
5. Excellent word processing skills and experience with computer based systems.
6. Ability to work effectively in team environment.

DESIRABLE

1. Previous administration experience in a health service environment.

Section 6 – APPOINTMENT FACTORS

Location	TBA	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 		
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

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

