



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA COUNTRY HEALTH SERVICE		Position No:	607541
Division:	Wheatbelt	Title:	Customer Service Officer
Branch:	Population Health	Classification:	HSO G-2
Section:	Wheatbelt Public Health Unit	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Director, Population Health
	Classification:	HSO G-11
	Position No:	607228



Responsible To	Title:	Manager, Wheatbelt Public Health
	Classification:	HSO G-8
	Position No:	607727



This position	Title:	Customer Service Officer
	Classification:	HSO G-2
	Position No:	607541



OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u>Title</u>
Public Health Nurse ANF SRN L2
Customer Service Officer HSO G-2
Chronic Disease Coordinator HSO G-6
Health Promotion Coordinator HSO G-7
Senior Health Promotion Officer HSO G-6

Positions under direct supervision:	← Other positions under control:								
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">Position No.</th> <th style="width: 50%;">Title</th> </tr> <tr> <td style="text-align: center;">Nil</td> <td style="text-align: center;">Nil</td> </tr> </table>	Position No.	Title	Nil	Nil	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%;">Category</th> <th style="width: 50%;">Number</th> </tr> <tr> <td style="text-align: center;">Nil</td> <td style="text-align: center;">Nil</td> </tr> </table>	Category	Number	Nil	Nil
Position No.	Title								
Nil	Nil								
Category	Number								
Nil	Nil								

Section 3 – KEY RESPONSIBILITIES

Responsible to the manager, Wheatbelt Public Health Unit for the provision of customer service, reception, administration and office management to internal and external customers of the Wheatbelt Public Health Unit.

WA Country Health Service

28 NOV 2017

Effective date of document
 November 2017

REGISTERED

TITLE	Customer Service Officer	POSITION NO	607541
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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 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

Justice – valuing diversity, achieving health equality, cultural respect and

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all that we do.
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Section 4 – STATEMENT OF DUTIES

Duty #	Details	Freq	%
1.0	RECEPTION AND CLERICAL DUTIES		65
1.1	Provides reception, telephone and appointments support for Wheatbelt Public Health Unit.	D	
1.2	Provides direct administrative and secretarial support to the Manager and staff as requested by the Manager.	D	
1.3	Prepares electronics correspondence, programs and reports from written notes as required.	R	
1.4	Assists the Wheatbelt Public Health Unit by arranging meetings & venues, preparing & distributing agendas, recording & distributing minutes.	R	
1.5	Coordinates and registers the distribution of inward and outward mail.	D	
1.6	Photocopies and faxes as required.	D	
1.7	Maintains records and filing systems (program records, payroll, personnel, financial and administrative records) as required.	D	
1.8	Prepares and distributes monthly overdue immunisation reports and monthly Child Health Key Performance Indicators (KPIs) using the Australian Immunisation Register, Excel spreadsheets and Access databases.	R	
1.9	Provides data entry services and produces reports as requested.	O	
2.0	FINANCIAL		20
2.1	Prepares and processes accounts payable and receivable.	R	
2.2	Maintains banking as required.	R	
2.3	Assists Manager, Wheatbelt Public Health Unit by facilitating the purchasing and ordering of approved items (including stationery, general office and miscellaneous).	R	
2.4	Prepares financial reports and statements as required.	R	
3.0	OFFICE MANAGEMENT		10
3.1	Monitors the staff location board on a daily basis and supports staff travel arrangements.	D	
3.3	Prepares payroll with the assistance of the Manager, Wheatbelt Public Health Unit	R	
3.4	Maintains supply of stationery and general office requirements.	R	
3.5	Maintains office equipment as necessary.	R	
3.6	Maintains the neat appearance of reception and waiting room areas (including display areas, resource library).	D	
3.7	Contributes to and participates in quality improvement projects program for Wheatbelt Public Health Unit.	R	
3.8	Provides supervision of administrative students/trainees on work experience.	O	
4.0	OTHER		5
4.1	Participates in own performance development program with the Manager, Wheatbelt Public Health Unit.	A	
4.2	Participates in continuing education of self, including professional and organisational staff development.	R	
4.3	Participates in other program activities and duties as negotiated with the Manager, Wheatbelt Public Health Unit.	O	

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.

ORGANISATION CONTACTS

Will the occupant of this position be required to communicate with positions outside the normal reporting lines?

1. Internal to the organisation? Yes D
2. External to the organisation? Yes D

FREQUENCY: D – Daily W – Weekly F – Fortnightly
R – Regularly O – Occasionally A – Annually

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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated excellent skills in the areas of customer service, reception, administration and office management.
2. Demonstrated computer literacy (word processing, databases and spreadsheets) and an ability to utilise information systems (data entry, accounting and payroll packages).
3. Demonstrated well developed communication (written and verbal) and interpersonal skills.
4. Demonstrated ability to work independently and in a multidisciplinary team.
5. Demonstrated understanding of cross-cultural issues and social determinants, particularly relating to Aboriginal Health
6. Current 'C' or 'C-A' Class driver's licence.

DESIRABLE

1. Previous experience in a secretarial, office or health service environment.
2. Knowledge of medical terminology.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Northam	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Appointment subject to Aged Care Criminal Records Screening Clearance. • Completion of a 100 point identification check. • Successful Pre- Placement Health Screening clearance. • Current 'C' or C-A' Class driver's licence 		
Specialised equipment operated	Nil		

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

WA Country Health Service
28 NOV 2017
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Signature and Date:
Chief Executive Officer

WA Country Health Service
28 NOV 2017
REGISTERED

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