



**HSS REGISTERED**

**Switchboard Operator**  
**Health Salaried Officers Agreement: Level G1/2**  
**Position Number: 109039**  
**Health Information Management Services**  
**Bentley Health Service / East Metropolitan Health Service**

**Reporting Relationships**

Title: Manager HIMS  
 Award Level:G9  
 Position Number:



Title: Coordinator HIMS  
 Award Level:G5  
 Position Number:104598



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Various; HSO Level G3
- Various; HSO Level G2
- Various Casual; HSO Level G1/2

**Key Responsibilities**  
 Provide an efficient, effective and quality customer service driven switchboard, reception and paging service for all the Bentley Health Service including emergency procedures. Provide after hours medical records, admission and discharge processes, security/surveillance (video display unit) monitoring services.



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

### 1. Switchboard

- Receive and direct all incoming and outgoing lines and extensions.
- Operate hospital paging systems.
- Report faults with telephone extensions, switchboard and paging systems.
- Arrange for repair/replacement of switch handsets and pagers.

### 2. Reception

- Provide excellent customer service at reception for visitors, patients and staff.
- Redirect arrivals and guide visitors, patients and staff to appropriate destination.
- Provide general information in response to enquiries from the community regarding patient location and patient services.
- Monitor security and surveillance video display unit and initiates appropriate actions.
- Receive, sorts and distribute mail and facsimiles.
- Arranges ambulance and taxi services on request.
- Provide meal vouchers and collect monies when Cashier is not available within agreed health service procedures.

### 3. Emergency

- Receive "55" emergency calls and relays appropriate information to emergency teams.
- Organise two-way radio communication and distribution of keys in emergencies.

### 4. Clerical (After Hours)

- Retrieve after hour's medical records for admissions and ad hoc requests arranging for delivery throughout health site.
- Complete all documentation, data entry and medical record processes required for afterhours patient admissions, re-admissions, discharge, community treatment orders (CTO), daily leave and patient/bed movements, deaths, assessments, extensions of status requirements in accordance with health site procedures.
- Maintain accurate patient census in liaison with clinical ward staff.
- Liaise with medical, nursing, allied health and professional staff internal and external to Bentley Health Service for requests and provision of patient information, in accordance with health site policy.
- Assist with medico legal and FOI photocopying on request from HIO and HIS Coordinator.
- Attends to daily filing of loose paperwork into medical records.
- Attends to daily filing of medical records into filing system.
- Assists Health Information Clerk with duties as required on the relevant rostered days.

### 5. Other

- Responsible for receiving and advising HIS Coordinator of sick leave notices. Required to organise clerical relief cover (for after hours sick call- in's only) for A Block and F Block Reception.
- Assist with training of new and relief staff on switch operator duties.

### 6. EMHS Governance, Safety and Quality Requirements

- Participates in the maintenance of a safe work environment.
- Participates in an annual performance development review.
- 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.

- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

#### 7. Undertakes other duties as directed.

## Work Related Requirements

### Essential Selection Criteria

1. Previous experience operating a busy PABX switchboard and reception area.
2. Previous experience in the use of personal computer software applications.
3. Demonstrated high level of interpersonal and communication skills in both verbal and written.
4. Demonstrated ability to take appropriate action in an emergency situation.
5. Demonstrated initiative and flexibility to undertake duties with minimum supervision.
6. Ability to maintain confidentiality.

### Desirable Selection Criteria

1. Previous experience in clerical and reception duties in a hospital environment.
2. Previous experience working in a medical records eservice, including patient information systems.
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	_____ Signature or	_____ HE Number	_____ Date
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_____ Dept. / Division Head Name	_____ Signature or	_____ HE Number	_____ Date
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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.

_____ Occupant Name	_____ Signature or	_____ HE Number	_____ Date
_____ Effective Date			

HSS Registration Details (to be completed by HSS)

Created on _____	Last Updated on	15/05/2018
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