



North Metropolitan Health Service
Job Description Form

HSS Registered May 2018

Senior Clerk

Health Salaried Officers Agreement: Level G2

Position Number: 000917

Radiology Department / Medical Division

Sir Charles Gairdner Hospital / North Metropolitan Health Service

Reporting Relationships

Clerical Manager
Award Level: HSO Level G5
Position Number: 000915



Clerical Supervisor
Award Level: HSO Level G3
Position Number: 006449



This Position



Also reporting to this supervisor:

- 5 FTE x Senior Clerks
- 7 FTE x Radiology Service Assistants

Directly reporting to this position:

Title	Classification	FTE
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Other positions under control

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Prime Function / Key Responsibilities

This position is responsible for the provision of exceptional reception and clerical services to the Radiology Department. They coordinate and manage appointments for diagnostic imaging and associated procedures, maintain patient information and adhere to appropriate medical imaging billing requirements.

Brief Summary of Duties (in order of importance)

1. Administrative

- 1.1 Provides a reception service in all divisions of radiology, greeting and directing patients, visitors and staff and providing exceptional customer service.
- 1.2 Attends to all incoming phone calls and takes appropriate action to address requests or redirect them appropriately.
- 1.3 Coordinates radiology appointments for general x-ray, CT, MRI, ultrasound and interventional radiology including making and rescheduling appointments, confirming bookings, issuing patient preparations and ensuring precise instructions are given.
- 1.4 Ascertains correct patient details, maintains confidentiality and ensures accurate data entry of patient information including financial classifications for Medicare and hospital funding requirements.
- 1.5 Scans request forms and other related paperwork into RIS (Radiology Information System) and ensures the timely archiving of request forms and maintenance of relevant filing systems in accordance with departmental policy.
- 1.6 Liaises with relevant radiology staff and coordinates the booking, admission and transfer of patients using hospital information systems, ensuring appropriate admission documentation is completed and records are maintained for the Radiology Day Unit.
- 1.7 Ensures referring clinicians complete all necessary paperwork, liaises with inpatient bookings and actions necessary booking requirements for patient admissions.
- 1.8 Confirms procedure requirements with patients prior to admission, reiterating booking details and necessary preparations, discussing and documenting medications and addressing patient concerns.
- 1.9 Uses Hospital Information Systems to ensure patient medical records, medical images and relevant pathology results, required by the radiology Consultant and nurse coordinator, are available prior to procedures.
- 1.10 Coordinates emergency and inpatient medical imaging requests across all divisions of Radiology to ensure timely patient management.
- 1.11 Liaises with medical and non-medical staff, other hospitals, outside agencies and general practitioners in relation to the transfer and distribution of images and reports.
- 1.12 Assists with the data entry and collation of statistics.
- 1.13 Provides relief cover for clerical staff across all modalities during periods of leave and assists with the training and education of new clerical staff.
- 1.14 Reviews incoming correspondence and distributes appropriately.
- 1.15 Orders and maintains adequate levels of non-medical items and stocks for the department.

2. Other

- 2.1 Performs duties in accordance with relevant organisational policies and procedures.
- 2.2 Other duties as directed by the Clerical Supervisor and Clerical Manager.
- 2.3 Participates in performance management and works to continuously monitor processes and evaluate and develop services and performance.
- 2.4 Participates in department quality programs and operates in compliance with accreditation requirements.
- 2.5 Maintains a clean and tidy workplace.

3. NMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Participates in an annual performance development review.
- 3.3 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.4 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.

3.5 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Well-developed communication and interpersonal skills with an ability to deal with people at all levels.
2. Demonstrated professional telephone manner and positive attitude within a customer focused environment.
3. Strong computer skills including the use of MS Office applications, general word processing and data entry capabilities.
4. Demonstrated ability to prioritise own workload, work independently and exercise initiative and discretion without direct supervision.
5. Analytical and problem solving skills and a commitment to continuous service improvement.

Desirable Selection Criteria

1. Previous experience in a Radiology or health care environment.
2. 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/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: