

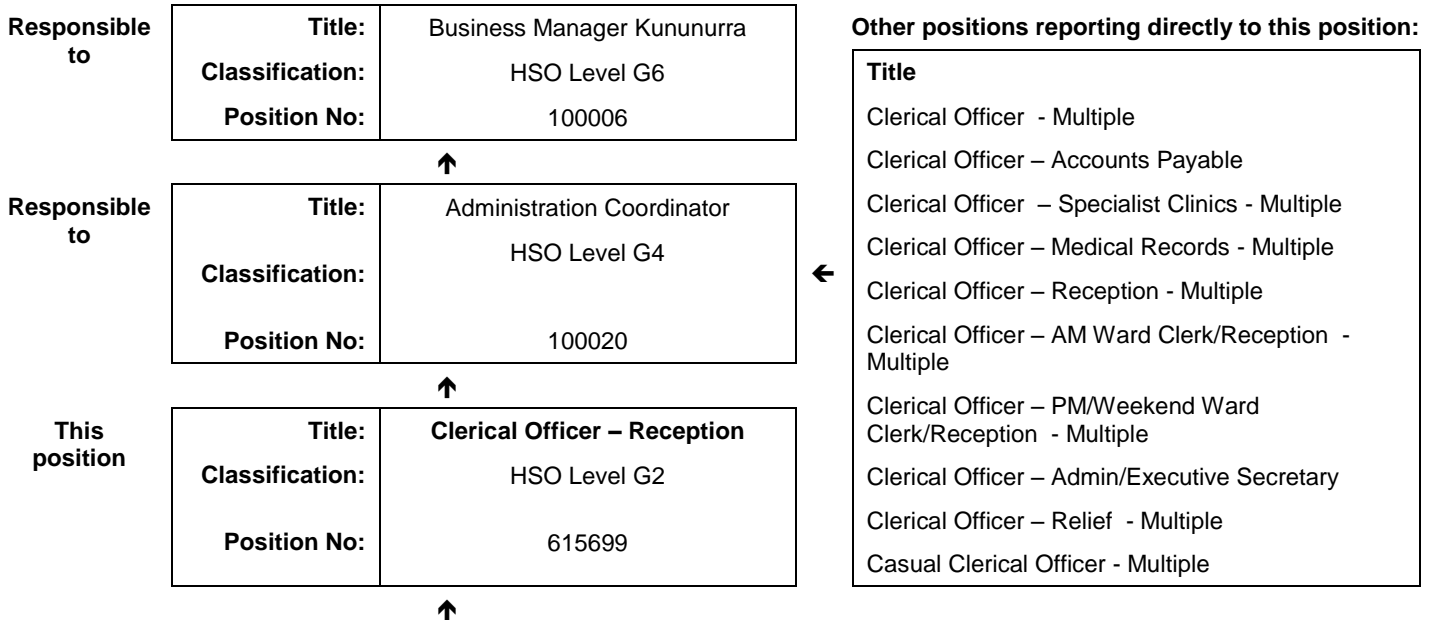


## JOB DESCRIPTION FORM

### Section 1 - POSITION IDENTIFICATION

		<b>Position No:</b>	615699
<b>Division:</b>	Kimberley	<b>Title:</b>	<b>Clerical Officer – Reception</b>
<b>Branch:</b>	Kununurra, Wyndham & Halls Creek Health Service	<b>Classification:</b>	HSO Level G2
<b>Section:</b>	Kununurra Administration	<b>Award/Agreement:</b>	Health Salaried Officers Agreement

### Section 2 - POSITION RELATIONSHIPS



<b>Positions under direct supervision:</b>		<b>← Other positions under control:</b>	
Position No	Title	Category	Number

### Section 3 - KEY RESPONSIBILITIES

Provide administration and support functions relating to clients and management of Kununurra Health Service

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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 the experience of health 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**

**07 September 2018**

**REGISTERED**

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#### Section 4 - STATEMENT OF DUTIES

Duty No	Details	Freq	%
<b>1</b>	<b>CLERICAL</b>		<b>60</b>
1.1	Performs reception duties and responds to enquires, provides clerical assistance to Senior Medical Imaging Technologist as required.		
1.2	Receives phone calls and clients attending for Medical Images.		
1.3	Maintains appointment system for medical imaging examinations noting patient status as appropriate for diabetic, asthma and allergies.		
1.4	Prepares Medicare, WCA and private invoices as required.		
1.5	Issues preparation instructions and materials as required for radiological procedures and ultrasound examinations.		
<b>2</b>	<b>REGISTRATIONS</b>		<b>30</b>
2.1	Completes documentation for clients attending for medical imaging examination.		
2.2	Identifies patients in the medical imaging record system and updates relevant details or initiates new record.		
2.3	Audits the daily register of medical imaging examinations for accuracy to ensure financial and statistical information is correct.		
2.4	Documents MBS item numbers for examinations performed and establishes the financial classification and charges accounts to Medicare.		
2.5	Raises accounts and invoices as required.		
2.6	Obtains record from file or creates new record packet.		
<b>3</b>	<b>MEDICAL RECORDS</b>		<b>5</b>
3.1	Issues and files records as required and maintains records of the location of all records.		
3.2	Culls files as required within HDWA guidelines.		
3.3	Produces monthly register and financial statistical reports.		
<b>4</b>	<b>OTHER</b>		<b>5</b>
4.1	Assist Accounts Clerk when required.		
4.2	Other duties as directed by line manager or their delegate.		

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in 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.

**WA Country Health Service**

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### Section 5 - SELECTION CRITERIA

#### ESSENTIAL:

- 1 Previous administration and secretarial experience.
- 2 Demonstrated interpersonal and communication skills.
- 3 Demonstrated ability to use initiative, organise and prioritise effectively.
- 4 Demonstrated ability to work independently and as part of a multi-disciplinary team.
- 5 Sound Computer skills with experience using windows, Microsoft Office and various databases.

#### DESIRABLE:

- 1 Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
- 2 Previous experience in a health environment.
- 3 Experience working in a cross cultural environment.

### Section 6 - APPOINTMENT FACTORS

<b>Location</b>	Kununurra	<b>Accommodation</b>	As per WACHS Kimberley policy
<b>Appointment/ Allowances/ Conditions</b>	<b>Appointment is subject to:</b> <ul style="list-style-type: none"> <li>• This position is subject to a successful Criminal Record Screening</li> <li>• Completion of a 100 point identification check</li> <li>• Successful Pre-Placement Health Screening clearance</li> </ul> <b>Allowances include:</b> <ul style="list-style-type: none"> <li>• District Allowance as applicable</li> <li>• Annual Leave Travel Concession as applicable</li> <li>• Air-conditioning Subsidy as applicable</li> <li>• Additional week Northwest Leave</li> </ul>		
<b>Specialised equipment operated</b>			

### 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: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Operations Manager**  
Kununurra, Wyndham and Halls Creek Health Service

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Regional Director**  
WACHS Kimberley

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

