



Job Description Form

Department of Justice Purpose

To provide a safe, secure and decent justice service which contribute to community safety and reduced offenders' involvement in the justice system.

Position title Senior Medical Receptionist		Special conditions
Effective date May 2018	Position number Generic	Level 2
Division Corrective Services	Directorate Offender Management	Branch Health Services

Divisional Outcomes

To reduce re-offending, protect the community and direct offenders towards the adoption of law-abiding lifestyles through custody and containment, care and well-being, reparation, rehabilitation and reintegration.

Directorate Outputs

Offender Management is responsible for the development and provision of programs and services that facilitate the rehabilitation of offenders. It includes the provision of health services to offenders in custody and the provision of programs, psychological assessment, counselling and support as part of an integrated offender management framework.

Branch Outputs

Health Services role is to work in partnership with Adult and Juvenile Custodial Services to provide a comprehensive range of health care services to patients in custody, at a standard comparable to that available in the general community.

This is achieved through assessing health determinants, delivering preventative health care, health screening, delivering acute care within a primary care context and assessing the effectiveness of health care delivery.

The majority of health care provided to patients in custody is based on a primary health care model and predominantly relates to the management of Chronic Disease, Communicable Disease, Co-morbidity (Alcohol and Drug Addiction Services and Mental Health Services) and Acute Care response as required. The branch is also responsible for establishing and maintaining policy and standards.

Role of the Position

This role is part of the multidisciplinary team working closely with the clinical practitioners to provide dynamic and comprehensive clerical and administrative support.

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Division	Directorate	Branch
Corrective Services	Offender Management	Health Services

Responsibilities of this position

Medical Centre Appointments

- Arranges clinical appointments for health centre staff and visiting clinicians, liaising with staff where required.
- Answers telephone enquiries.

Administrative and Clerical Duties

- Receives files and maintains medical records.
- Arranges the transfer in and transfer out of medical records to and from other Health Centres or Central Medical Records.
- Maintains computerised medical record tracking system.
- Prepares medical records for clinics.
- Undertakes searches for missing medical files.
- Arranges provision of documents for authorised purposes in accordance with Health Services policy for the release of information.
- Maintains confidentiality by securing all health related information from unauthorised access.
- Sets up video conferencing as required.
- Data entry of service provision, service utilisation, patient register and recall data, Total Offender Management System (TOMS) with appointments for health centre staff as required.
- Maintains stationery and office supplies.
- Prepares incoming correspondence for health centre team.
- Word processing and document preparation for the clinical staff including Excel. Preparation of routine correspondence for clinical staff.
- Organises and manages invoices for the health centre.
- Minute taking as requested by Clinical Nurse Manger.

Liaison

- Liaises with other Medical Records staff and with Central Medical Records to ensure compliance with policies and standards established by the Medical Record Committee as required.
- Reports to Clinical Nurse Manager on day-to-day matters regarding medical records, related systems and operation of reception in the Health Centre.
- Implements medical record procedures as required in consultation with Nurse Manager and Manager Medical Record Services.

Quality Improvement

- Ensures quality control of medical records and related systems.
- Carries out regular audits to ensure medical record tracking system is up-to-date and records held at the centre match prison count.
- Develops implements and updates medical record procedures as required in consultation with Clinical Nurse Manager and Manager Medical Record Services.

Ethical Behaviour

- Demonstrates ethical behaviour in accordance with the Departments Code of Conduct.

Equity, Diversity and Occupational Safety and Health

- Applies the principles of equity, diversity, occupational safety and health in the workplace and behaves in accordance with relevant standards.

Other

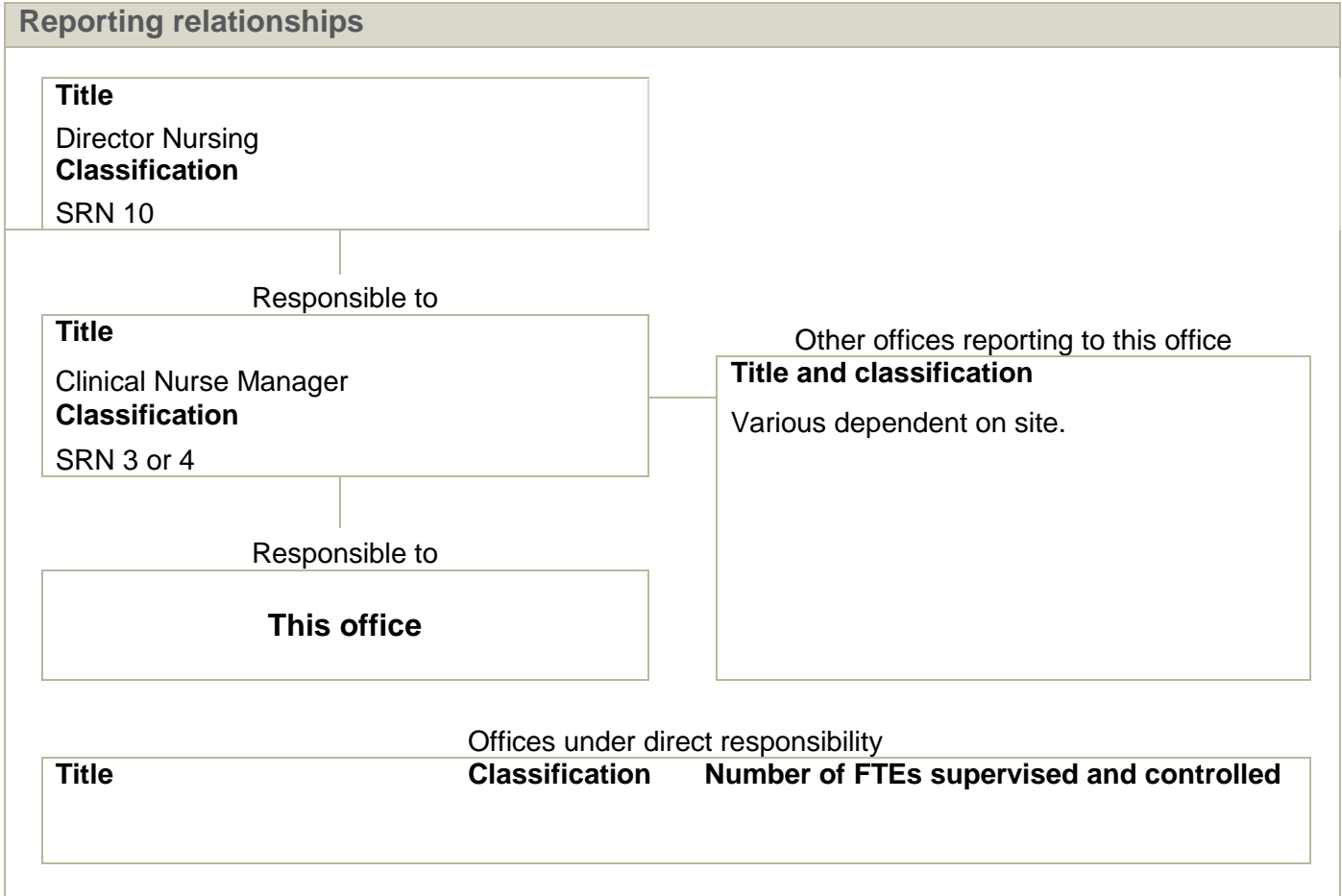
- Other duties as directed.

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Work related requirements (Selection Criteria)	Context within which criteria will be applied and/or general standard expected
Essential	
1. Communication Skills	Communicating with a diverse range of people in a written and oral form. Providing efficient customer service.
2. Time Management and Organisational Skills	Working independently to prioritise and complete work within set timeframes.
3. Computer Skills	High level word processing skills. Knowledge and experience in medical, spreadsheet and database software packages.
4. Team Work	Participating as a team member to achieve positive outcomes.
5. Experience in electronic health record management and working in a health service related environment.	Maintains and updates the electronic health record management system.
Desirable	
6. Relevant qualification possession of or progression towards a medical receptionist course.	

(Note: When applying for vacant positions, applicants are required to address the Work Related Requirements in the left-hand column only. The context and standards only provide general guidelines within which the Work Related Requirements will be applied).

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Location and accommodation

Location Various
Accommodation

Allowances / special conditions

The Contract of Employment specifies conditions relating to this position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Delegated Authority Approval

Signature	
Date	/ /