

Job Description Form

**Senior Medical Receptionist**

# Offender Management, Health Services

## Position details

Classification Level: Senior Medical Receptionist Level 2

Award/Agreement: Public Service Award 1992 / Public Service and Government Officers CSA General Agreement 2017

Position Status: Various

Organisation Unit: Offender Management, Health Services

Physical Location: Bandyup, Casuarina and Hakea Health Centre

## Reporting relationships

Responsible to: Coordinator Resources – Level 3

**This position: Senior Medical Receptionist - Level 2**

Direct reports: NIL

## Overview of the position

The Health Services Branch provides a range of primary care services across WA to patients in custody. Services encompass interventions to identify and manage acute and chronic conditions (diabetes, cardiovascular disease, kidney disease, asthma); infectious diseases; sexually transmissible diseases and blood borne viruses; mental health and alcohol and drug addiction services; and referral to specialist and tertiary services. Population focussed health improvement initiatives are also provided including health protection; disease prevention; infection control; communicable disease outbreak management; and immunisation.

The Health Services Branch ensures that clinical effectiveness, consumer focus and quality improvement are embedded to assist Department of Justice provide high quality, cost effective, safe and patient centred care.

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

## Job description

As part of the Health Services team, the successful applicant will be expected to:

* Maintain focus on the Department’s goals concerning safety, security and rehabilitation.
* Work to improve communication and model integrity and respect in all interactions.
* Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
* Operate within chain of command facilities to coordinate activities required to meet the Department’s strategic objectives.
* Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.

## Role specific responsibilities

**Medical Centre Appointments:**

* Arranges internal clinical appointments for health centre staff and visiting clinicians using electronic appointment/scheduling software.
* Coordinates referrals for external appointments through communication with Health Services Medical Bookings Officer.
* Ensures that appointments are scheduled based on priority, as requested by clinicians.
* Ensures that recall and follow up appointments are scheduled within nominated timeframes.
* Ensures timely communication regarding outstanding internal and external appointments between sites on transfer of patients.
* Answers telephone enquiries.

**Administrative and Clerical Duties:**

* Coordinates the dispatch of miscellaneous paper documentation/medical record items and patient medications between sites when patients are transferred internally.
* Assists the clinical team as required, with clerical support when transferring patients to external healthcare facilities.
* Communicates with departmental Pharmacy, relaying prescriptions and other related documents.
* 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.
* 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.
* Manages purchasing and administers payment of accounts and invoices for the health centre.
* Minute taking as requested by Clinical Nurse Manager.

**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.
* Develops implements and updates medical record procedures as required in consultation with Clinical Nurse Manager and Manager Medical Record Services.

**Ethical Behaviour:**

* Adheres to relevant Professional and Public Sector Codes of Practice and Ethics.

**Equity, Diversity and Occupational Safety and Health:**

* Applies and promote the principles of equity, diversity, occupational safety and health in the workplace and behaves and manages staff in accordance with relevant standards, values and policies.

**Other:**

* Other duties as required or directed.

## Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

**Shapes and Manages Strategy**

The ability to; understand the reasons for decisions and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

**Achieve Results**

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to supervisor, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

**Builds Productive Relationships**

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

**Exemplifies Personal Integrity and Self-Awareness**

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

**Communicates and Influences Effectively**

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

# Role Specific Criteria

**Essential:**

* Communication Skills
* Time Management and Organisational Skills
* Computer Skills
* Team Work
* Ethical Behaviour

**Desirable:**

* Experience in managing electronic appointments/scheduling systems in health care environment

## Special requirements/equipment

Nil

## Certification

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

<Delegated Authority title>

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| Signature: |  | Date: |  |
| HR certification date: |  |