



Job Description Form

Generic **Senior Medical Receptionist**

Offender Management, Health Services

Position details

Classification Level 2

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement 2021
(and any subsequent agreement/s)

Position Status: Various

Organisation Unit: Corrective Services, Offender Services, Health Services

Physical Location: Various Prison Locations except Bandyup, Casuarina and Hakea
Health Centre

Reporting relationships

Responsible to: Clinical Nurse Manager SRN Level 3 or L4

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; co-morbidity (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 Corrective Services Division 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:

- Always consider the unique risks associated with the Department's activities when undertaking all duties
- Communicate effectively, 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 the Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem-solving skills, customer focus and alignment with Departmental strategic objectives
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission, and priorities
- Support cultural and management reforms within the Department.

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.

Other

- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

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 Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file.

Builds Productive Relationships

The capacity to responds under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks, and confirms accuracy prior to release. Acknowledges mistakes and learns from them and seeks guidance and advice when required.

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

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 a health care environment – Creates and maintains appointments.

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.

Director Health Services

Signature: _____ Date: 30 June 2022

HR certification date: June 2022