

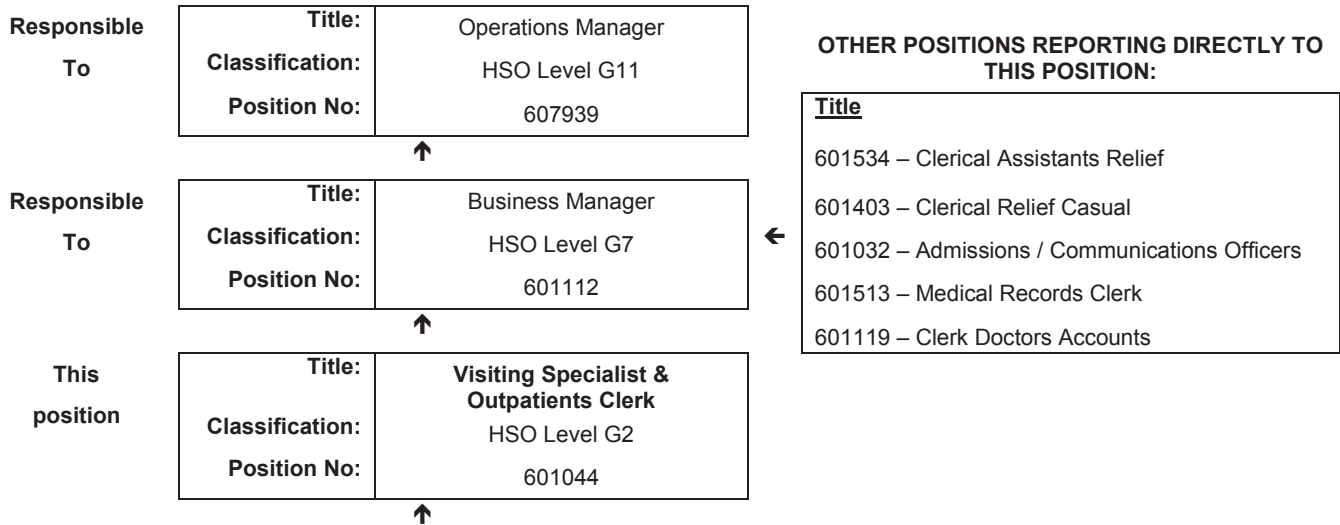


## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>Goldfields</b>		<b>Position No:</b>	601044
<b>Division:</b>	Operations	<b>Title:</b>	<b>Visiting Specialist &amp; Outpatients Clerk</b>
<b>Branch:</b>	Kalgoorlie Health Campus	<b>Classification:</b>	<b>HSO Level G2</b>
<b>Section:</b>	Wards/Reception	<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td>Nil</td> <td></td> </tr> </tbody> </table>	Position No.	Title	Nil		<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Category	Number		
Position No.	Title								
Nil									
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### Section 3 – KEY RESPONSIBILITIES

Manages reception and administration duties at a clinic level for Visiting Specialists and Outpatients Clinics including: telephone, face-to-face patient reception, clerical and administration support to doctors, clinic room allocation and scheduling, assisting with billing for patients and doctors, and arranging and booking travel/accommodation for Visiting Specialists as required. The position rotates through the Visiting Specialist and Outpatient Clinics as required.

**WA Country Health Service –  
 GOLDFIELDS**

**3 February 2016**

**REGISTERED  
 Job Description Form**

TITLE	Visiting Specialist & Outpatients Clerk	POSITION NO	601044
		CLASSIFICATION	HSO Level G2



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 approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State's major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Indigenous health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose *Working together for a healthier country WA*, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR PURPOSE**

To improve, promote and protect the health of country Western Australians.

**WHAT WE STAND FOR**

- Quality health services for all.
- Improving the health of Aboriginal people and those most in need.
- A fair share for country health.
- Supporting our team – workforce excellence and stability.

**OUR VALUES**

- Community** – making a difference through teamwork, generosity and country hospitality.
- Compassion** – listening and caring with empathy and dignity.
- Quality** – creating a quality health care experience for every consumer.
- Integrity** – accountability, honesty and professional, ethical conduct in all that we do.
- Justice** – valuing diversity with a fair share for all.

<p>WA Country Health Service – GOLDFIELDS</p> <p>3 February 2016</p> <p>REGISTERED Job Description Form</p>
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<b>TITLE</b>	<b>Visiting Specialist &amp; Outpatients Clerk</b>	<b>POSITION NO</b>	601044
		<b>CLASSIFICATION</b>	HSO Level G2

**Section 4 – STATEMENT OF DUTIES**

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>CLERICAL AND ADMINISTRATIVE SUPPORT</b>		
1.1	Scheduling, booking and confirming appointments for patients.		
1.2	Liaison with patients and doctors, prior to and on day of clinic, to confirm attendance.		
1.3	Confirm and update patient medical record details as required.		
1.4	General office reception and clerical duties including enquiries, telephone, clerical, filing, and data entry.		
1.5	Code Clinic consultations for data recording as required.		
1.6	Manage appointment calendars and doctor requirements, ensuring optimal room allocation and use for clinics.		
1.7	Ensure medical records, medical imagery, pathology and other reports are available for doctors at time of appointment.		
1.8	Maintain statistics on Occasions of Service, waitlists, and other activity as required.		
1.9	Provide direct clerical support to Visiting Specialists as required by line manager.		
1.10	Liaison with other Departments regarding patient care and planning, as required.		
1.11	Liaison with GPs regarding clinic schedules and services.		
1.12	Arrange flights, accommodation, vehicle bookings and taxi vouchers for visiting doctors and specialists as required.		
1.13	Maintain stores imprest, stationery and referral request forms.		
1.14	Manage day-to-day clinic issues that impact on patients and working with line manager on more significant issues that may arise.		
<b>2.0</b>	<b>FINANCIAL</b>		
2.1	Assist with electronic and manual Medicare billing for Specialists who bulk bill.		
2.2	Provide information to Finance Department regarding billing Specialists for facilities and consumables used.		
2.3	Reconcile purchase card invoices on monthly statements as per auditing requirements.		
<b>3.0</b>	<b>OTHER</b>		
3.1	Actively promoting the objectives and values of the organisation.		
3.2	Contributing to quality improvement projects within the Visiting Specialist & Outpatients Clinics.		
3.3	Maintain up to date Clinic User Manual, notes and records.		
3.4	Other duties as requested by the manager.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to 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.		

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**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Good interpersonal and customer service skills.
2. Well-developed clerical and receptions skills.
3. Ability to work as part of a team and with limited supervision.
4. Demonstrated organisational and problem solving skills.
5. Ability to understand the need to maintain confidentiality.

**DESIRABLE**

1. Awareness of Equal Opportunity, Disability Services and Occupational Safety & Health obligations in the workplace.

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Kalgoorlie	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre- Placement Health Screening clearance</li> </ul> Allowance: <ul style="list-style-type: none"> <li>• District Allowance as applicable</li> </ul>		
<b>Specialised equipment operated</b>	Computer, Telephone		

**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**

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Regional Director**

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

