



**JOB DESCRIPTION FORM**

**Section 1 – POSITION IDENTIFICATION**

<b>WA Country Health Service</b>		<b>Position No:</b>	<b>613031</b>
<b>Division:</b>	South West	<b>Title:</b>	<b>Administration Officer – Bunbury</b>
<b>Branch:</b>	Bunbury Hospital	<b>Classification:</b>	<b>Level G-2</b>
<b>Section:</b>	Patient Information	<b>Award/Agreement</b>	Health Salaried Officers Agreement

**Section 2 – POSITION RELATIONSHIPS**

<b>Responsible To</b>	<b>Title:</b>	Coordinator Resource Planning
	<b>Classification:</b>	Level G-8
	<b>Position No:</b>	610127



<b>Responsible To</b>	<b>Title:</b>	Supervisor Patient Information
	<b>Classification:</b>	Level G-4
	<b>Position No:</b>	614093



<b>This position</b>	<b>Title:</b>	<b>Administration Officer – Bunbury</b>
	<b>Classification:</b>	<b>Level G-2</b>
	<b>Position No:</b>	<b>613031</b>



**OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:**

<b>Title</b>
Ward Clerk – Maternity
Ward Clerk – Bunbury Medical
Ward Clerk
Admissions and Communications Officer
Telephonist/Receptionist
Switchboard Receptionist
Health Records Officer
Relief Clerk



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>	
Position No.                      Title	Category                      Number	
	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;"> <b>WA Country Health Service</b>  <b>South West</b>   <b>10 January 2017</b>   <b>REGISTERED</b> </td> </tr> </table>	<b>WA Country Health Service</b> <b>South West</b>  <b>10 January 2017</b>  <b>REGISTERED</b>
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**Section 3 – KEY RESPONSIBILITIES**

Administration Officer, as a multidisciplinary team member, will provide general support to staff as directed by the Patient Information Supervisor and provide an informed customer service. Duties will cover administration, clerical and internal and external communications to the unit.

<b>TITLE</b>	<b>Administration Officer – Bunbury</b>	<b>POSITION NO</b>	<b>613031</b>
		<b>CLASSIFICATION</b>	<b>Level G-2</b>



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, Aboriginal 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.

**WA Country Health Service  
South West**

**10 January 2017**

**REGISTERED**

<b>TITLE</b>	<b>Administration Officer – Bunbury</b>	<b>POSITION NO</b>	<b>613031</b>
		<b>CLASSIFICATION</b>	<b>Level G-2</b>

**Section 4 – STATEMENT OF DUTIES**

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>ADMINISTRATION</b>		
1.1	Prepares and maintains patient records as per WACHS-SW Policies & Guidelines.	D	
1.2	Assists in maintenance of relevant electronic systems supporting the patient's journey, from presentation / placement on waiting list to discharge.	D	
1.3	Assists in the management of all internal and external communications to unit.	D	
1.4	Arranges safekeeping of patient private property.	D	
1.5	Manages internal and external mail distribution as per WACHS guidelines.	D	
1.6	Assists staff in arranging patient and multidisciplinary appointments / bookings as required.	D	
1.7	Generates and distributes reports as required by the Patient Information Supervisor.	D	
1.8	Maintains stationery supply to ward / department.	D	
1.9	Performs general typing, word-processing and clerical duties as required by the assigned unit.	W	
1.10	Complies with WACHS-SW policies and protocols relevant to assigned ward and unit.	R	
1.11	Participates in staff education / orientation.	D	
1.12	Maintains confidentiality of all patient information.	O	
1.13	Initiates procedures for alerting Health Service Staff and Emergency Services of emergency situation in accordance with WACHS-SW policy and procedures.	D	
1.14	Acts as a receptionist to the unit, attending to internal and external customer enquiries, directing them to the appropriate areas or information as required.	R	
<b>2.0</b>	<b>OTHER</b>		
2.1	Performs other duties as designated by Patient Information Supervisor.	D	
2.2	Relieves other equivalent positions within the Health Service as required by the Patient Information Supervisor.	O	
	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.		

<p><b>WA Country Health Service</b>  <b>South West</b></p> <p><b>10 January 2017</b></p> <p><b>REGISTERED</b></p>
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**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated well-developed interpersonal and communication skills, both verbal and written
2. Demonstrated sound keyboard skills, and experience in data entry and retrieval of data.
3. Demonstrated organisational, time management and problem solving skills.
4. Demonstrates the ability to work unsupervised and in a team environment.
5. Demonstrates knowledge of medical records procedures and practices.

**DESIRABLE**

1. Previous clerical experience in a health care environment.
2. Knowledge of Health Information computing systems.
3. Current knowledge of and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Bunbury Hospital	<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 Pre- Placement Health Screening clearance.</li> <li>• Successful Criminal Record Screening clearance.</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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Executive Services**

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Chief Executive Officer**

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<b>Name</b>	<b>Signature</b>	<b>Date Appointed</b>	<b>Date Signed</b>

<p><b>WA Country Health Service South West</b></p> <p><b>10 January 2017</b></p> <p><b>REGISTERED</b></p>
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