



HSS Registered

Clerk Patient Equipment Centre
Health Salaried Officers Agreement: HSO Level G2
Position Number: 114457
Allied Health
Fiona Stanley Fremantle Hospital Group / South Metropolitan Health Service

Reporting Relationships

Allied Health Head of Service 1&2
 HSO Level G11
 Position Number: 113656



Patient Equipment Centre Coordinator
 HSO Level G4
 Position Number: SM114451



This Position



Directly reporting to this position:

Title	Classification	FTE

Also reporting to this supervisor:

- Storeperson



Key Responsibilities:
 Responsible for general reception duties, data entry, and account processing for the Patient Equipment Centre (PEC).

Brief Summary of Duties (in order of importance)

1. Reception and Clerical Duties

- 1.1 Answers PEC phone and responds to requests ensuring maintenance of effective patient relationships to promote hospital service.
- 1.2 Responsible for creating and updating of loans and equipment records on appropriate databases.
- 1.3 Receive and organise incoming equipment request for set up and delivery.
- 1.4 Complete required documentation for the service.
- 1.5 Complete mailing, receipt and processing of patient accounts.
- 1.6 Attends to enquiries from staff, patients and suppliers in regard to patient equipment.
- 1.7 Undertake cash handling and daily reconciliation of funds.
- 1.8 Arrange transport of equipment to and from patients' homes.
- 1.9 Photocopy, email and fax as required.
- 1.10 Undertakes equipment handling using appropriate manual handling techniques as required.
- 1.11 Receive returned equipment and arrange for its cleaning and repair as required.
- 1.12 Select and set up/adjust equipment as directed by health professional within given timeframes as required.
- 1.13 Attend to PEC filing and record keeping.
- 1.14 Maintain supply of stationary and general office requirements.
- 1.15 Assist with orientation of new staff on clerical procedures and requirements.

2. Professional Responsibilities

- 2.1 Communicate clearly and courteously with patients regarding the PEC service, in a timely way.
- 2.2 Participate in service activities as required. For example Quality Improvement, Public Relations.
- 2.3 Report problems to the Patient Equipment Centre Coordinator.
- 2.4 Attend relevant meetings as directed.
- 2.5 Ensure compliance with Hospital Policies and Procedures and relevant legislation.
- 2.6 Able to work efficiently with flexible hours.

3. SMHS Governance, Safety and Quality Requirements

- 3.1 Participate in the maintenance of a safe work environment.
- 3.2 Participate in an annual performance development review.
- 3.3 Support the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Complete mandatory training (including safety and quality training) as relevant to role.
- 3.5 Perform duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abide by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated knowledge, skills and experience in administrative roles.
2. Well-developed communication, written, verbal and interpersonal skills, including demonstrated ability to work effectively as part of a team.
3. Demonstrated organisational and time management skills and the ability to work unsupervised.
4. Developed literacy and numeracy skills.
5. Experience in the use of Microsoft Word, Excel and Outlook.

Desirable Selection Criteria

1. Knowledge and experience using electronic patient administration systems e.g. WebPAS.
2. Experience in the use of Microsoft Access.
3. Knowledge and understanding of domiciliary equipment and mobility aids.
4. Current knowledge of and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.			
Manager / Supervisor Name	Signature or	HE Number	Date
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Dept. / Division Head Name	Signature or	HE Number	Date
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As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.			
Occupant Name	Signature or	HE Number	Date
Effective Date	<hr/>	<hr/>	<hr/>
HSS Registration Details (to be completed by HSS)			
Created on	Last Updated on	13/01/17 HE131744	
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