



North Metropolitan Health Service
Job Description Form

HSS Registered April 2017

Relief Clerk
WA Health – HSUWA – PACTS Industrial Agreement: HSO Level G-2
Position Number: 707264
Health Information Management Services
Osborne Park Hospital

Reporting Relationships

Manager, Health Information Management Services
 Award Level: G-7
 Position Number: 707300



Supervisor, Health Information Management Services
 Award Level: G-4
 Position Number: 005669



This Position



← Also reporting to this supervisor:

- Ward Clerks
- Medical Record Clerks
- Admission Clerks
- Telephonist

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•

Prime Function / Key Responsibilities
 Responsible for providing relief cover throughout the Health Information Management Service.

Relief Clerk | HSO Level G-2| Position Number: 707264

Brief Summary of Duties (in order of importance)

1. Relief Clerk Duties

- 1.1 Coordinates without direct supervision the daily administrative requirements of the ward.
- 1.2 Liaises with medical, nursing, allied health and other hospital support services staff, patients and visitors to ensure effective functioning of the ward.
- 1.3 Prepares documentation required for patients on admission for patient admission, and interviews patients or next of kin, obtaining all relevant details. Regularly reviews the medical records for completeness and collates all the notes on patient discharge.
- 1.4 Updates computerised patient care system with any relevant changes to patient information and requests additional patient identifications labels.
- 1.5 Arranges all appointments for inpatients and doctors' appointments after discharge. Organises required transport or interpreter service.
- 1.6 Collates and directs distribution of diagnostic investigation results and other patient data for medical and nursing staff and the patient medical record.
- 1.7 Complies diets lists and advises hotel services staff of any changes. Prepares nursing acuity sheets.
- 1.8 Advises appropriate staff of surgical patients returning from theatre and advises ward coordinator of theatre list alterations and pre-medication time changes.
- 1.9 Arranges for safekeeping of patients private property, money and valuables. Maintains stationary supplies and completes requisitions for minor repairs.
- 1.10 Trains new / relief staff or work experience students.
- 1.11 Adheres to the policies of EEO, OH&S and Disability Services in all work practices.
- 1.12 Participates in performance management system regularly with supervisor.
- 1.13 Relieves for annual leave as per roster and sick leave as required for Medical Record Department, Admissions, Reception, Outpatient, Theatre Booking Office, Cashier, Switchboard Telephonist and Waitlist Coordinator positions.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 Supports 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.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated clerical and reception skills.
2. Demonstrated organisational skills and time management skills.
3. Demonstrated interpersonal, verbal and written communication skills.
4. Proven flexibility to adapt to changing environments.
5. Proven ability to work effectively with minimal supervision in a team environment.
6. Knowledge and understanding of Continuous Quality Improvement principles and their practical application.

Desirable Selection Criteria

1. Previous experience in Patient Information/Medical Records environment.
2. Knowledge of Patient Administration System (e.g. TOPAS).
3. Current knowledge 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/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date:

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

Dept. /Division Head Certification:

Name:..... Signature/HE number:..... Date:.....