

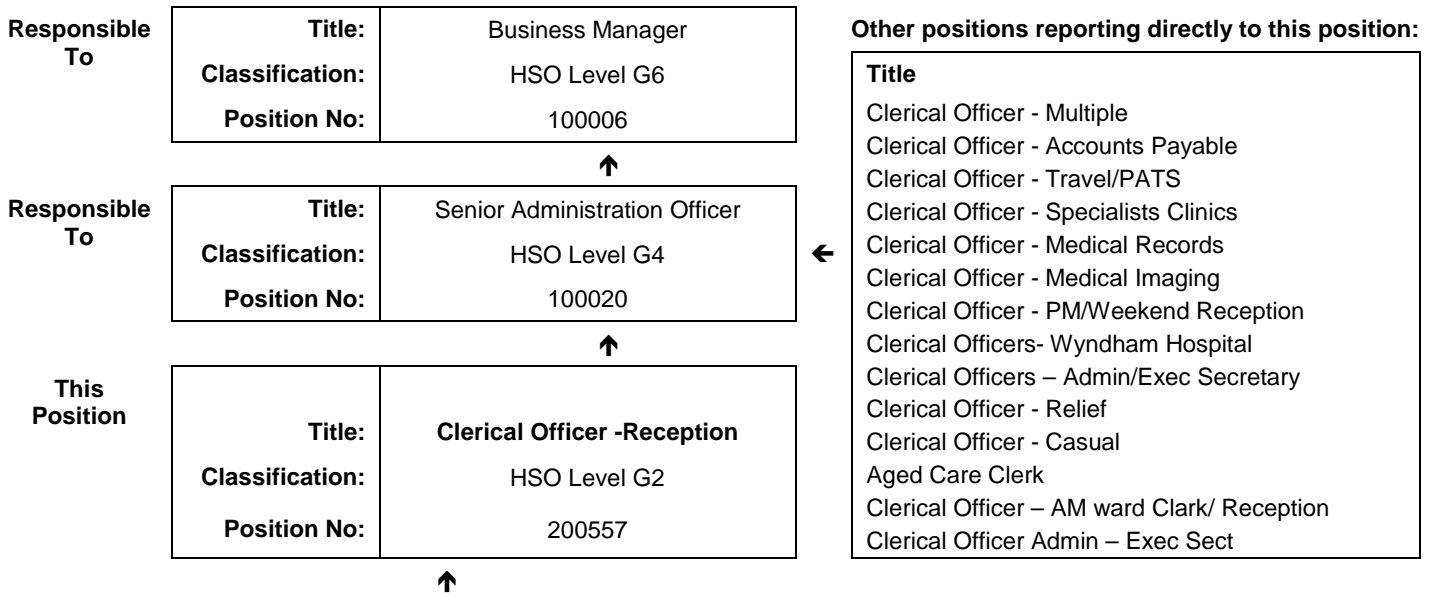


JOB DESCRIPTION FORM

Section 1 - POSITION IDENTIFICATION

		Position No:	200557
Division:	Kimberley	Title:	Clerical Officer -Reception
Branch:	Kununurra /Wyndham and Halls Creek Health Services	Classification:	HSO Level G2
Section:	Administration	Award/Agreement:	Health Salaried Officers Agreement

Section 2 - POSITION RELATIONSHIPS



Positions under direct supervision:	← Other positions under control:								
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">Position No</th> <th style="width: 50%;">Title</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">NIL</td> <td></td> </tr> </tbody> </table>	Position No	Title	NIL		<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;">Category</th> <th style="width: 50%;">Number</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Category	Number		
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NIL									
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Section 3 - KEY RESPONSIBILITIES

Provide Administration and support functions relating to clients and management to Kununurra/Wyndham and Halls Creek Health Services.

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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.

WA Country Health Service
23 June 2015
REGISTERED

TITLE	Clerical Officer -Reception	POSITION NO	200557
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Section 4 - STATEMENT OF DUTIES

Duty No	Details	Freq	%
1	RECEPTION		70
1.1	Provide a reception and telephone service for customers of the health service.		
1.2	Arrange patient admissions, transfer and discharges and enter all data into the computerised system.		
1.3	Maintain patient's medical records for admission to discharge.		
1.4	Request and return all patient related documentation as required.		
1.5	Actively participate in continuous improvement activities and apply quality improvement principles to all duties performed.		
1.6	Contribute towards the delivery of a quality customer – focused service.		
1.7	Maintain confidentiality in relation to patients and staff.		
2	GENERAL		20
2.1	Provide a typing service to medical Practitioners		
2.2	Relief of other Clerical Officers positions as required.		
2.3	Record accurate minutes at various meetings as required.		
2.4	Cull or destroy medical records as per health Service protocol.		
2.5	Arrange travel and accommodation for patients and staff as required.		
2.6	Provide accounts payable and receivable for external and internal clients.		
2.7	Maintenance of filing systems and office records, ensuring that appropriate statistics are recorded.		
2.8	Manage maintenance of departmental manuals.		
3	OTHER		10
3.1	Other duties as directed by line manager or their delegate		

The occupant of this position will be expected to comply with the demonstrate a positive commitment to the highest achievement level in 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 through the course of their duties.

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Section 5 - SELECTION CRITERIA

ESSENTIAL:

1. Proven experience in providing administrative support including reception duties.
2. Sound computer skills with experience using Windows, Microsoft Office and various databases.
3. Proven ability to use initiative, organise and prioritise effectively.
4. Well-developed written and verbal communication and interpersonal skills.
5. Demonstrated ability to work both independently and as part of a multi-disciplinary team.

DESIRABLE:

1. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
2. Previous experience in a health environment

Section 6 – APPOINTMENT FACTORS

Location	Kununurra	Accommodation	As per WACHS Kimberley Accommodation Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance Allowances include: <ul style="list-style-type: none"> • District Allowance as applicable • Annual Leave Travel Concession as applicable • Air Conditioning Subsidy as applicable • Additional week Northwest Leave 		
Specialised equipment operated			

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
Kununurra, Wyndham and Halls Creek Health Services

Signature and Date: ____/____/____

Regional Director
WACHS Kimberley

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