



**Government of Western Australia  
WA Country Health Service**

**JOB DESCRIPTION FORM**

**Section 1 – POSITION IDENTIFICATION**

<b>WA Country Health Service</b>		<b>Position No:</b>	<b>610033</b>
<b>Division:</b>	South West	<b>Title:</b>	<b>Switchboard Receptionist – Bunbury</b>
<b>Branch:</b>	Bunbury Hospital	<b>Classification:</b>	<b>HSO 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 and Planning
	<b>Classification:</b>	HSO Level G-7
	<b>Position No:</b>	610127
		↑
<b>Responsible To</b>	<b>Title:</b>	Supervisor Patient Information
	<b>Classification:</b>	HSO Level G-4
	<b>Position No:</b>	614093
		↑
<b>This position</b>	<b>Title:</b>	<b>Switchboard Receptionist – Bunbury</b>
	<b>Classification:</b>	<b>HSO Level G-2</b>
	<b>Position No:</b>	<b>610033</b>
		↑

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

<b>Title</b>
Admissions and Communications Officer
Health Records Officers
Receptionist
Telephonist/Reception
Relief Clerk
Administration Officer

<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>	
Position No.                      Title	Category                      Number	
	<table border="1"> <tr> <td> <p><b>WA Country Health Service South West</b></p> <p><b>27 April 2018</b></p> <p><b>REGISTERED</b></p> </td> </tr> </table>	<p><b>WA Country Health Service South West</b></p> <p><b>27 April 2018</b></p> <p><b>REGISTERED</b></p>
<p><b>WA Country Health Service South West</b></p> <p><b>27 April 2018</b></p> <p><b>REGISTERED</b></p>		

**Section 3 – KEY RESPONSIBILITIES**

As a multidisciplinary team member, the Switchboard Receptionist will provide general support to staff as directed by the Supervisor Patient Information. Duties will cover reception, clerical administration, switchboard and maintenance of internal and external communications to the unit.

TITLE	Switchboard Receptionist – Bunbury	POSITION NO	610333
		CLASSIFICATION	HSO Level G-2



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 over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR PURPOSE – What we are here to do**

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

**OUR STRATEGIC DIRECTIONS TO 2018**

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services



**OUR GUIDING PRINCIPLES**

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services.

Partnerships and collaboration.

**OUR VALUES**

**Community** – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

**Compassion** – listening and caring with empathy, respect, courtesy and kindness.

**Quality** – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity, achieving health equality, cultural respect and a fair share for all.

<b>TITLE</b>	<b>Switchboard Receptionist – Bunbury</b>	<b>POSITION NO</b>	<b>610033</b>
		<b>CLASSIFICATION</b>	<b>HSO 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 Records Management Policies and Guidelines	D	
1.2	Assists in the maintenance of relevant electronic systems supporting the patient's journey, from presentation/placement on waiting list, to admission and discharge	D	
1.3	Initiates and co-ordinates appointment bookings, cancellations, follow up and waitlist bookings	D	
1.4	Manages reception and answers telephone queries	D	
1.5	Co-ordinates, tests and interpreter service as required	D	
1.6	Liaises with medical, Nursing and other departments regarding the daily running of clinics	D	
1.7	Participates in WACHS-South West Patient Information continuous quality improvement projects.	D	
1.8	Participates in staff education and orientation	D	
1.9	Maintains Patient Information systems to ensure data integrity and quality	D	
1.10	Acts as a receptionist to the unit, attending to internal and external customer enquiries, directing them to the appropriate area or information as required.	D	
1.11	Prepares and maintains Patient Health Record ensuring accurate filing procedures are followed.	D	
1.12	Maintains stationary supply to the department	D	
1.13	Initiates procedures for alerting Health Service Staff of emergency situations in accordance with policy and procedures.	D	
1.14	Arranges safekeeping of patient private property	D	
1.15	Assists in the management of all internal and external communications to unit	D	
1.16	Generates and distributes reports as required	D	
1.17	Performs general typing, word-processing and clerical duties as required by the arranged unit.	D	
1.18	Manages internal and external mail distribution as per guidelines	D	
<b>2.0</b>	<b>OTHER</b>		
2.1	Performs other duties as designated by the Staff Supervisor and or Coordinator Resource and Planning. Rostered hours may vary	D	
2.2	Relieves other equivalent positions within the Health service as required by the Staff Supervisor of Coordinator Resource and Planning	D	
	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.		

  
**27 April 2018**  
**REGISTERED**

<b>TITLE</b>	<b>Switchboard Receptionist – Bunbury</b>	<b>POSITION NO</b>	<b>610033</b>
		<b>CLASSIFICATION</b>	<b>HSO Level G-2</b>

**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrates satisfactory interpersonal and communication skills, both verbal and written.
2. Demonstrates sound keyboard skills, and experience in data entry and retrieval of data.
3. Demonstrates good organisational, time management and problem solving skills.
4. Demonstrates the ability to work unsupervised and in a team environment.
5. Demonstrates knowledge of record keeping and procedures and practices.

**DESIRABLE**

1. Previous clerical experience in a health care environment.
2. Knowledge of Health Information computing systems.
3. Knowledge of current legislative obligations for 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	<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>		
<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.

Name	Signature	Date Appointed	Date Signed

