



HSS Registered

Communications Centre Coordinator

Health Salaried Officers Agreement: HSO Level G4

Position Number: 600819

Health Information Management Services

Royal Perth Hospital / East Metropolitan Health Service

Reporting Relationships

Chief Business Manager
Award Level: HSO Level G11
Position Number: 602383



Manager HIMS
Award Level: HSO Level G9
Position Number: 602031



This Position



Directly reporting to this position:

Title	Classification	FTE
Telecomm. Operators	HSO Level G2	10.1



Also reporting to this supervisor:

- Title, Level, FTE

Coord. Outpatient Clerks HSO Level G5 1 FTE
 Coord. Switchboard HSO Level G4 1 FTE
 Coord. After hours Clerk HSO Level G5 .66 FTE
 Coord. After hours Clerk HSO Level G5 .59 FTE
 Coord. Emergency Clerks HSO Level G5 1 FTE
 Coord. Secretarial Unit HSO Level G5 1 FTE
 Coord. Med. Rec. Clerks HSO Level G5 1 FTE
 Coord. Ward Clerks HSO Level G5 1 FTE
 Coord. Health Records –Bentley Campus HSO Level G5 1 FTE
 Coord.Inner City MH HSO Level G3 1 FTE
 Coord. FOI HSO Level G6 2 FTE

Key Responsibilities

Manages all aspects of the operation of RPH Communication Centres. Participates in the development of policies and procedures related to the communications centre activities.

Brief Summary of Duties (in order of importance)

1. Policy Planning & Administration

- 1.1 Develops and implements policies, procedures and protocols in relation to the Communications Centre related activities across Royal Perth and Bentley Campus.
- 1.2 Liaises with the telecommunications Coordinator, Manager HIMS and the Emergency Management Unit on the development of strategic communications plans including corporate advice and recommendations.
- 1.3 Liaises with organisations and other hospitals to ensure the effective provision of the telephone, paging and other electronic communications services for the hospital.
- 1.4 Maintains the hospital's local area paging database and equipment.
- 1.5 Coordinates the provision of departmental after-hours and emergency re-call rosters to the Communication Centre and Hospital Departments.
- 1.6 Liaises with Manager HIMS in the preparation of the communications operating budget.

2. Supervision

- 2.1 Manages the Communications Centre personnel to ensure effective and efficient provision of telephone, patient enquiries, paging, medical re-call and emergency services at Royal Perth Hospital.
- 2.2 Manages the recruitment and Selection of all new personnel.
- 2.3 Coordinates training of new Communications Centre personnel.
- 2.4 Develops and maintains training materials and processes across RPH and Bentley campuses.
- 2.5 Undertakes performance management of Communications Centre personnel, including a regular assessment process.
- 2.6 Ensure relevant practicable occupational safety and health practices and standards are implemented, maintained and controlled for communications staff.
- 2.7 Implements and maintains performance management systems which support the ongoing development of individual and team performance and skills.
- 2.8 Facilitates and participates in Quality Activities.
- 2.9 Ensures effective emergency procedures are in place for the communications centre at Royal Perth and Bentley Campus.
- 2.10 Maintains knowledge of industry and technological progress to ensure optimum provision of service.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides 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. Supervisory and leadership experience in a large communications environment (switchboard), with demonstrated people management skills and the ability to provide a strong leadership role.
2. Demonstrated ability to communicate effectively both verbally and in writing with all levels of staff and external clients.
3. Illustrated experience in the development and introduction of new procedures.
4. Proven effective time management skills both personal and organisational.
5. Demonstrated experience in the operation and administration of a range of electronic communications technologies and services including paging, IAC operator services and associated software with in a large organisation.
6. Knowledge of budgetary processes and contract management.
7. Demonstrated ability to operate effectively within a team environment.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Experience in training staff in a Communications environment.
2. Awareness of access to health services that affect the clients of this position.
3. Demonstrated experience in the operation of computer equipment and software including Microsoft Office applications.

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
Dept. / Division Head Name	Signature or	HE Number	Date

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			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on
	18 June 2018