



## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>GREAT SOUTHERN</b>		<b>Position No:</b>	008068
<b>Division:</b>	Great Southern Population Health	<b>Title:</b>	<b>Clerk/Receptionist</b>
<b>Branch:</b>	Aboriginal Health	<b>Classification:</b>	HSO Level G-1/2
<b>Section:</b>		<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS

Responsible  
To

<b>Title:</b>	Manager Aboriginal Health Services
<b>Classification:</b>	HSO Level G-9
<b>Position No:</b>	008064



Responsible  
To

<b>Title:</b>	Business Support Officer
<b>Classification:</b>	HSO Level G-4
<b>Position No:</b>	008073



This  
position

<b>Title:</b>	<b>Clerk/Receptionist</b>
<b>Classification:</b>	Level G-1/2
<b>Position No:</b>	008068



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

<b>Title</b>
008074 Driver HSW L6
613917 Administrative Officer HSO LG-2



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>						
<table border="1"><thead><tr><th>Position No.</th><th>Title</th></tr></thead><tbody><tr><td>Nil</td><td></td></tr></tbody></table>	Position No.	Title	Nil		<table border="1"><thead><tr><th>Category</th><th>Number</th></tr></thead><tbody></tbody></table>	Category	Number
Position No.	Title						
Nil							
Category	Number						

### Section 3 – KEY RESPONSIBILITIES

Provide a comprehensive and confidential service at reception, arrange transport bookings and clerical support for health programs and clinics. Maintain database and filing of health records and arrange payment and processing of invoices.

WA Country Health Service – Great  
Southern

11 September 2017

REGISTERED

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		CLASSIFICATION	HSO Level G-1/2



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 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.

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#### Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
<b>1</b>	<b>CLERICAL</b>		<b>80</b>
1.1	Provides a confidential reception service for the Aboriginal Health Service including: <ul style="list-style-type: none"> <li>• Attending to public counter</li> <li>• Dealing with telephone, electronic and in-person enquiries</li> <li>• Provides appointment scheduling for medical staff, visiting specialists and service management, as required</li> <li>• Directing clients to appropriate areas</li> <li>• Registering clients as appropriate on the Community Health Information System (CHIS) and providing data entry support as required</li> </ul>	D	
1.2	Collects and distributes mail for staff as required.	D	
1.3	Photocopying, sending and receiving faxes and the distribution of information in accordance with Department of Health confidentiality requirements and Service policies.	D	
1.4	Undertakes word processing as required and provides clerical support for Population Health as required.	D	
1.5	Assist to develop and/or source health promotion material and resources.	D	
1.6	Maintains both the GSAHS corporate and client health filing.	D	
1.7	Monitors and maintains staff attendance on RoStar.	D	
1.8	Provides NSP (Needle & Syringe Program) support as required.	D	
1.9	Purchasing and maintaining supplies and processing invoices for payment.	D	
1.10	Process accommodation requests for all GSAHS staff.	O	
1.11	Records and produces minutes of meetings.	W	
1.12	Undertakes arrangements for Advisory Council meetings including preparation and presentation of all agenda items, minutes, reports and correspondence for Advisory group as required. Ensures claim forms are correctly completed and submitted.	O	
1.13	Ensures appropriate & regular fleet vehicle maintenance/cleanliness including accident repairs. Collates fuel dockets and log books for SG Fleet.	W	
<b>2</b>	<b>OTHER</b>		<b>20</b>
2.1	Maintains supply stationery/general office requirements.	R	
2.2	Assists in health promotion activities including focus groups or meetings especially in relation to community & agency liaison, and setting up venues.	D	
2.3	Other duties as directed by the Manager Aboriginal Health Services and Executive Officer.	D	
	The occupant of this position will be expected to comply with and 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 throughout the course of their duties.		

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## Section 5 – SELECTION CRITERIA

### ESSENTIAL

1. Under Section 50 (d) of the Equal Opportunity Act 1984, Aboriginality is essential
2. Sound written communication, interpersonal and customer service skills
3. Demonstrated sound computer skills and data entry ability
4. Ability to work effectively with minimal supervision and as part of a team

### DESIRABLE

1. Previous experience in an administration or finance role
2. Ability to record and produce minutes of meetings
3. Current knowledge and commitment to Equal Employment Opportunity in all aspects of employment and service delivery

## Section 6 – APPOINTMENT FACTORS

<b>Location</b>	Albany and Katanning	<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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Manager**

Signature and Date: **11 September 2017**  
**Regional Director**  
**REGISTERED**

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

