



HSS Registered

Bookings/Waitlist Clerk
Health Salaried Officers Agreement: Level G2
Position Number: 006111
Patient Information Service
Armadale Kalamunda Group / East Metropolitan Health Service

Reporting Relationships

Nurse Coordinator Surgical
 RN SRN Level 7
 006129



Clinical Nurse Manager – Patient Flow
 RN SRN Level 3
 115195



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:
 • Various

Key Responsibilities
 Receive and process all requests for admission/inclusion on Waitlist, ensuring accurate and up to date surgical waitlist for the clients of Armadale Kalamunda Group.

Brief Summary of Duties (in order of importance)

1. Waitlist Functions

- 1.1 Receive and process all requests for Admission/Inclusion on Waitlist and complete data entry Patient Information System.
- 1.2 Ensure waitlist data is accurate and complete. Follow up with surgeons, theatre staff, patients and other relevant personnel as required.
- 1.3 Initiate typed and telephoned communication to patients and their GP's in regards to Waitlist notification.
- 1.4 Maintain medical records and filing systems.
- 1.5 Generate waitlist reports, review data and follow up with relevant personnel as required.

2. Other

- 2.1 Perform audits and quality activities on the Elective Surgical and Endoscopy waiting lists.
- 2.2 Maintain patient confidentiality at all times.
- 2.3 Assist in training of new clerical staff members to the position.
- 2.4 General office duties including filing, typing and photocopying.
- 2.5 Participate in team activities.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Participates in an annual performance development review.
- 3.3 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.
- 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. Previous clerical experience.
2. Demonstrated interpersonal, verbal and written communication skills.
3. Demonstrated organisational and time management skills, including the ability to organise and prioritise workloads to meet timeframes.
4. Demonstrated ability to work with minimal supervision and in a team environment.
5. Demonstrated ability to maintain confidentiality.
6. Proficient keyboard skills enabling accurate data entry, work processing and spreadsheet use.

Desirable Selection Criteria

1. Previous experience in the use of Patient Information Systems (ie WEBPAS).
2. Knowledge of medical terminology.
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 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 July 2018
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