



North Metropolitan Health Service
Job Description Form

HSS Registered

Clinic Clerk – Home Link
Health Salaried Officers Agreement: Level G2
 Position Number: 004949
 Homelink
 Medical Division
 Sir Charles Gairdner Hospital

Reporting Relationships

Administration Officer
 HSO Level G4
 Position Number: 001058



Administrative Assistant
 HSO Level G3
 Position Number: 007287



This Position



← Also reporting to this supervisor:

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Directly reporting to this position:			Other positions under control
Title	Classification	FTE	<ul style="list-style-type: none"> •

Prime Function / Key Responsibilities

Provide comprehensive and efficient clerical, reception and support services to the Home Link Program.

Brief Summary of Duties (in order of importance)

1. Clerical

- 1.1 Provides clerical support to the Home Link Program.
- 1.2 Provides an effective reception/customer service to patients, staff and general public.
- 1.3 Uses hospital applications to monitor and update patient and medical record movement status e.g. TOPAS and Merits.
- 1.4 Coordinates Home Link Clinics including appointment scheduling, admission/discharge control functions and patient/GP notification.
- 1.5 Prepares and maintains patient medical records relating to admissions and discharges in Home Link including filing of patient notes.
- 1.6 Uses Microsoft applications to provide secretarial/clerical services which include but are not limited to processing patient referrals, entering database information and typing services.
- 1.7 Orders stationery and other office supplies and maintains an efficient office or reception area.
- 1.8 Assists with invoicing and business services to the Home Link program including cab charge accounts, petty cash and vehicle management.
- 1.9 Liaise with clinical staff to organise patient transport, clinical appointments, interpreter services and other services as necessary.
- 1.10 Carries out all duties in a confidential manner.
- 1.11 Actively participates in the ongoing development of Home Link including participating in relevant meetings.
- 1.12 Assists in the orientation and training of new clerical staff.
- 1.13 Other duties as required.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 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.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated clerical and reception experience including accurate data entry/keyboard skills within Microsoft Office Suite of applications.
2. Demonstrated experience and competence in the use of an electronic patient administration system, such as TOPAS.
3. Well-developed written and oral communication skills.
4. Good interpersonal skills and ability to work as part of a multidisciplinary team in a customer-focused environment.
5. Demonstrated effective time management/organisational skills and initiative to work with minimal supervision.
6. Demonstrated ability to maintain confidentiality.

Desirable Selection Criteria

1. Knowledge and experience in the use of medical terminology.
2. Previous clerical experience in a medical or hospital setting and in the use of medical record practice.
3. Knowledge and experience of hospital procedures relating to medical record practices.
4. 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/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: