



HSS Registered

Communication Operator

Health Salaried Officers Agreement: Level G1/2

Position Number: 104323

Switchboard /Communications Centre / Health Information Management Service

Royal Perth Hospital / East Metropolitan Health Service

Reporting Relationships

Manager HIMS
Award Level: HSO G9
Position Number: 603139



Communications Centre Coordinator
Award HSO Level: G4
Position Number: 600819



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

Also reporting to this supervisor:

- Title, Level, FTE

Key Responsibilities

Provides a customer focused 24 hour, 7 days per week hospital communication service for hospital staff, outside agencies and members of the public.

Brief Summary of Duties (in order of importance)

1. Voice Communications

- 1.1 Provides a 24 hour voice communication service for the customers and personnel of Royal Perth Hospital.
- 1.2 Provides a customer focused information service through the operation of a variety of computer-based information systems and ensures all voice communications are dealt with efficiently according to hospital procedures.
- 1.3 Interprets and deals with patient enquiries in accordance with hospital standards.

2. Communications Equipment Operation

- 2.1 Operates the main switchboard NEC Integrated Attendant Console (IAC) and computerised paging system.
- 2.2 Operates the Integrated Attendant Console directory system.
- 2.3 Operates the patient administration system (WebPAS) for patient enquiries.
- 2.4 Programs new pagers/applies diversions to existing pagers and coordinates maintenance of pagers.
- 2.5 Operates The Daily Roster computer system for “on call” staff.
- 2.6 Operates other information systems as required.

3. Emergency Medical and Other Services

- 3.1 Initiates procedures laid down for alerting hospital staff and emergency services for cardiac arrests, medical emergencies, strokes, fire alerts, bomb threats, external disasters, security alarms and other emergencies arising in the hospital.
- 3.2 Liaises with public in elevators via phone communication system.

4. Clerical/Other Duties

- 4.1 Derives, compiles and amends on a daily basis information pertaining to consultants, doctors and on call staff rosters (The Daily Roster).
- 4.2 Assists in training of new staff.
- 4.3 Records and maintains departmental records including Loan registers, Emergency call registers and other relevant documentation.

5. EMHS Governance, Safety and Quality Requirements

- 5.1 Participates in the maintenance of a safe work environment.
- 5.2 Participates in an annual performance development review.
- 5.3 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.
- 5.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 5.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Demonstrated computer/keyboard skills.
2. Good interpersonal and oral communication skills.
3. Ability to work unsupervised within a team environment.

Desirable Selection Criteria

1. Demonstrated experience working in a large Telephone Switchboard / Call Centre environment or a similar role.
2. Demonstrated ability to manage difficult or unexpected situations.
3. Previous exposure to high volume IAC and Paging systems.
4. Previous experience in operating an electronic directory system.
5. 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.

Stephen Farrant		HE84054	26/09/2018
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	28/09/2018
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