

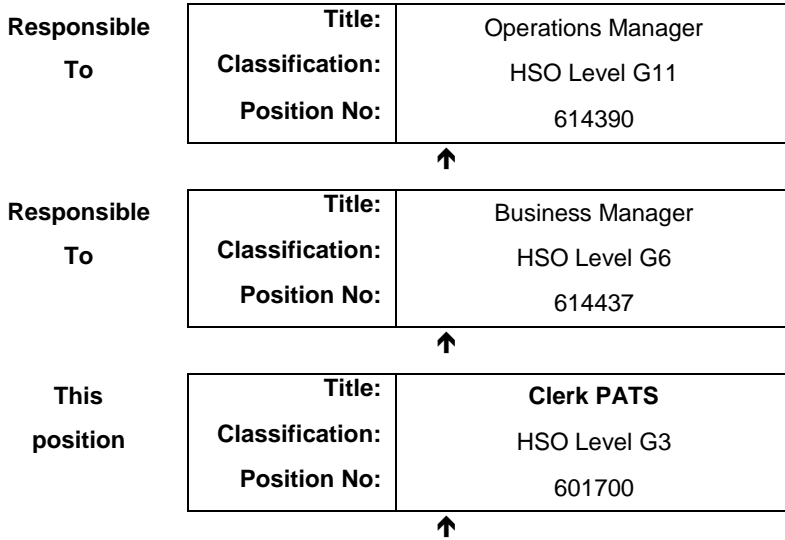


JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

Goldfields		Position No:	601700
Division:	Operations	Title:	Clerk PATS
Branch:	Esperance Health Campus	Classification:	HSO Level G3
Section:	Administration	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS



OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u>Title</u>
613948 - Business Support Officer
601696 - Administrative Assistant
601701 - Clerk Casual Pool
601850 - Ward Clerks
601894 - Customer Service Officers

Positions under direct supervision:	← Other positions under control:
Position No.	Category
Title	Number

Section 3 – KEY RESPONSIBILITIES

Assess and process Patient Assisted Travel Scheme (PATS) applications for residents in the Esperance & surrounding districts of the Goldfields Region as per the scheme's policy and guidelines

**WA Country Health Service –
 GOLDFIELDS**

1 November 2018

**REGISTERED
 Job Description Form**

TITLE	Clerk PATS	POSITION NO	601700
		CLASSIFICATION	HSO Level G3



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 well-being through access to quality services and by 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.	%
1.0	PATIENT ASSISTED TRAVEL SCHEME (PATS)	D	70
1.1	Conduct interviews to determine eligibility for assistance under the PATS scheme.		
1.2	In accordance with delegations schedule, approve applications for assistance under them or clearly within the PATS scheme guidelines.		
1.3	Refer all unclear or contentious PATS issues to Business Manager for advice and resolution.		
1.4	Arrange transportation and accommodation bookings (and incur associated costs) for patients and escorts where applicable including any taxi vouchers needed.		
1.5	Arrange inter-hospital transfers where necessary.		
1.6	Record and maintain all PATS claims and statistical data on PATS database providing PATS information accordingly.		
1.7	Answer telephone, over the counter queries and written correspondence relating to PATS enquiries.		
2.0	FINANCIAL	D	20
2.1	Authorise and code invoices for payment, pay by purchase card as required and manage receipts and financial records.		
3.0	OTHER	R	10
3.1	Coordinate travel and accommodation for other employees and visiting specialists if required		
3.2	Other duties as directed by the Manager.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to 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.		

Frequency: D - Daily, W - Weekly, F - Fortnightly, R - Regularly, O - Occasionally, A - Annually

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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Highly developed oral and written communication skills.
2. High level of interpersonal skills including negotiation, interview and conflict resolution.
3. Good knowledge of clerical and administrative functions.
4. Experience in computer use for business applications.
5. Ability to work with minimum supervision, interpreting guidelines, demonstrating organisational skills and problem solving abilities.
6. Ability to ensure all details are dealt with in a confidential manner.

DESIRABLE

1. Knowledge of the Patient Assisted Travel or similar scheme.
2. Sound knowledge of public transport systems and accommodation, both in Kalgoorlie and Perth.
3. Experience in databases and financial functions
4. Knowledge of Occupational Safety and Health and Equal Employment Opportunity principles and practices.

Section 6 – APPOINTMENT FACTORS

Location	Esperance	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance Allowances <ul style="list-style-type: none"> • District Allowance as applicable 		
Specialised equipment operated			

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: ____/____/____
Operations Manager

Signature and Date: ____/____/____
Regional Director

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

