



**Government of Western Australia
WA Country Health Service**

JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	610373
Division:	South West	Title:	Office Clerk – Collie
Branch:	Collie Health Service	Classification:	HSO Level G-2
Section:		Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	District Manager Wellington
	Classification:	HSO Level G-10
	Position No:	610237
		↑
Responsible To	Title:	Administration Assistant
	Classification:	HSO Level G-3
	Position No:	612691
		↑
This position	Title:	Office Clerk – Collie
	Classification:	HSO Level G-2
	Position No:	610373
		↑

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
Clerk
Reception/Office Clerk
Medical Imaging Receptionist

Positions under direct supervision:	← Other positions under control:								
<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> <tr> <td colspan="2" style="text-align: center;"> WA Country Health Service South West 09 January 2019 REGISTERED </td> </tr> </tbody> </table>	Category	Number	WA Country Health Service South West 09 January 2019 REGISTERED	
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Section 3 – KEY RESPONSIBILITIES

Office Clerk will, as a multidisciplinary team member, provide general support to staff as directed by the Administrative Assistant / Team Leader. Duties will cover administration, clerical and internal and external communication to the service.

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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	ADMINISTRATION		95
1.1	Manages site Switchboard and paging system, and site Room Bookings Calendar.	D	
1.2	Prepares and maintains patient records as per WACHS – South West policies and guidelines.	D	
1.3	Assists in maintenance of relevant electronic systems supporting the patient's journey, from presentation / admission / placement on waiting list, to discharge.	D	
1.4	Assists in the management of all internal and external communications to unit.		
1.5	Arranges safekeeping of patient private property.		
1.6	Manages internal and external site mail distribution as per WACHS – South West guidelines.	D	
1.7	Assists staff in arranging patient appointments.	D	
1.8	Generates and distributes reports as required by the Clinical Coder / District Manager / Health Information Officer.	D	
1.9	Maintains stationery supply to ward / department.	D	
1.10	Performs general typing, word-processing and clerical duties as required by the assigned unit.	M	
1.11	Participates in the maintenance of a safe working environment.	W	
1.12	Participates in annual performance development review.	R	
1.13	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.	D R D	
2.0	OTHER		5
2.1	Performs other duties as designated by Administrative Assistant.	D	
2.2	Relieves other equivalent positions within the Health Service as required by the District Manager.	R	
	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. Demonstrated effective interpersonal and communication skills, both verbal and written.
2. Demonstrated sound keyboard skills, and experience in data entry and retrieval of data.
3. Demonstrated organisational, time management and problem solving skills.
4. Demonstrated the ability to work unsupervised and in a team environment.
5. Demonstrated knowledge of medical records procedures and practices.

DESIRABLE

1. Previous clerical experience in a health care environment.
2. Knowledge of Health Information computing system.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Collie	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. 		
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: ____/____/____
Executive Services

Signature and Date: ____/____/____
Chief Executive Officer

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

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