



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 (EMHS)

Reporting Relationships

Manager HIMS
Award Level: HSO G9
Position Number: 603139



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



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:
Communication Operators HSO Level 1/2
FTE 7.88

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

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

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 Actively participates in the Peak Performance program.
- 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 the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

6. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

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.

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
	March 2019