



## HSS Registered

**Receptionist / Clerk**  
**Health Salaried Officers Agreement: Level G2**  
**Position Number: 110444**  
**Patient Information Services**  
**Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)**

### Reporting Relationships

Manager Patient Information Service  
 Award Level: HSO Level G7  
 Position Number: 005199



Clerical Coordinator – Mental Health  
 Award Level: HSO Level G5  
 Position Number: 603213



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• NIL		

Also reporting to this supervisor:

- Various Level G2

**Key Responsibilities**  
 Provides a comprehensive reception and administrative service to the patients and staff of the Mental health clinic.

## 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. Reception and Clinic Duties

- 1.1 Provides a customer focussed reception service to the area. Receives visitors (i.e. patients, staff or members of the public) and phone calls and responds, informs or directs appropriately.
- 1.2 Maintains a diary, arranges and prioritises patient appointments in the computerised system.
- 1.3 Performs data entry as required into clinical information systems.
- 1.4 Maintains and utilises Patient Administration System/s for department to identify patients, updates information, creates and integrates medical records, and checks medical record locations.
- 1.5 Types medical documentation and correspondence as required. Audio-types case histories, forms, medical, legal and appointment letters.
- 1.6 Liaises with and facilitates administrative contact between department and patients, other departments and other health professionals. Liaise with patient service agencies (e.g. transport, translator) to ensure appropriate services available for patient.
- 1.7 Provides back up cover for other clerical positions.

### 2. Medical Records

- 2.1 Ensures the availability of the medical record by liaising with the relevant Medical Records Department/Service. Compiles, creates, updates and tracks medical records in the Patient Administration System daily as required.
- 2.2 Files all loose reports and notes generated and/or received in the clinic into the medical record. Integrates mental health and hospital records.

### 3. Administrative

- 3.1 Order stationery as required.
- 3.2 Receives and distributes mail on a daily basis.
- 3.3 Photocopying as required.
- 3.4 Fax information as required.
- 3.5 Provides on the job training of new staff to this position.

### 4. EMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Actively participates in the Peak Performance program.
- 4.3 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.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 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.

### 5. Undertakes other duties as directed

## Work Related Requirements

### Essential Selection Criteria

1. Previous clerical experience working in a clinic or reception environment.
2. Demonstrated customer service skills including good listening and clarification skills.
3. Demonstrated interpersonal, verbal and written communication skills with strengths in liaising effectively within a team.
4. Demonstrated organisation and time management skills including the ability to prioritise and complete a variety of tasks whilst meeting a range of deadlines with minimal supervision.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills, including audio typing.

### Desirable Selection Criteria

1. Previous experience with computerised Patient Information Systems (ie: WebPAS, TOPAS, PSOLIS).
2. Knowledge of medical record procedures and practices including knowledge of medical terminology.
3. 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
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Dept. / Division Head Name	Signature or	HE Number	Date
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**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 April 2019
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