



## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>WA Country Health Service – Midwest</b>		<b>Position No:</b>	001157
<b>Division:</b>	Midwest	<b>Title:</b>	<b>Clerk</b>
<b>Branch:</b>	Gascoyne	<b>Classification:</b>	HSO Level G2
<b>Section:</b>	Exmouth Administration	<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS

<b>Responsible To</b>	<table border="1"> <tr><td><b>Title:</b></td><td>Clinical Nurse Manager - Remote</td></tr> <tr><td><b>Classification:</b></td><td>SRN 3</td></tr> <tr><td><b>Position No:</b></td><td>001930</td></tr> </table>	<b>Title:</b>	Clinical Nurse Manager - Remote	<b>Classification:</b>	SRN 3	<b>Position No:</b>	001930	<p><b>OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:</b></p> <table border="1"> <tr><td><u>Title</u></td></tr> </table>	<u>Title</u>
<b>Title:</b>	Clinical Nurse Manager - Remote								
<b>Classification:</b>	SRN 3								
<b>Position No:</b>	001930								
<u>Title</u>									
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<b>Classification:</b>	<b>HSO Level G2</b>								
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<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>																								
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### Section 3 – KEY RESPONSIBILITIES

Provides administrative and corporate services to the general practice and Exmouth Multi-Purpose Service environment. Provides patient data input, maintains data integrity and medical records. Operates telecommunications for the site including switchboard, text system. Provides receptionist duties as directed including typing, faxing and managing consumer enquiries

**WA Country Health Service**  
**Midwest**  
**1 April 2019**  
**REGISTERED**

TITLE	Clerk	POSITION NO	001157
		CLASSIFICATION	HSO Level G2



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 and 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.	%
<b>1.0</b>	<b>Reception</b>		
1.1	Organise GP patient appointments and booking system inclusive of SMS reminder system.		
1.2	Performs general reception duties for the facility.		
1.3	Maintenance of correspondence in out register and visitors register to the facility for security and fire purposes.		
1.4	Managers consumer enquiries and refers appropriately if out of scope of role.		
1.5	Manages incoming and outgoing calls operating switchboard.		
1.6	Collects Medicare details of attending customers ensuring appropriate accounting processes can be implemented.		
1.7	Responds immediately to all Emergencies and follow appropriate procedures.		
<b>2.0</b>	<b>Medical Records</b>		
2.1	Provides and manages medical records including filing and retrieval of records.		
2.2	Maintains medical records systems including tracing, filing, storage and destruction in compliance with Australian and Department standards with appropriate confidentiality of patient information.		
2.3	Creates new medical records as required to meet organisational needs.		
2.4	Pulling files for audits.		
2.5	Assist in separating and collating of patient discharges.		
<b>3.0</b>	<b>Clerical</b>		
3.1	Enters and retrieves data for inclusion in HDWA reporting as directed.		
3.2	Receives and provides PATS documentation for clients referring to designated staff for management.		
3.3	Submits maintenance requests to manage faults and equipment maintenance schedule.		
3.4	Medical typing including DNA letters and reports as directed.		
3.5	Assists with general office duties i.e. photocopying, faxing, and scanning.		
3.6	Prepares admission packs for facility as required.		
<b>4.0</b>	<b>Quality</b>		
4.1	Promotes a positive customer focus service throughout the service and community.		
4.2	Promotes and participates in health service continuing quality improvement programme.		
<b>5.0</b>	<b>Other</b>		
5.1	Participates in Performance management program.		
5.2	Maintains ongoing mandatory training and skills development.		
5.3	Participates in act up opportunities into senior position as required to meet organisational needs.		
5.4	Completes other duties as directed or required by senior staff.		

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.

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**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated effective verbal communication, written and communication skills in customer service industry.
2. Demonstrated knowledge of computer hardware, software, and data entry and word processing skills.
3. Demonstrated knowledge, skills and understanding of working in a health care environment.
4. Demonstrated ability and organisational skills to manage workload in a complex environment as part of a team.
5. Eligible for / or in possession of a current C or C-A Class drivers licence.

**DESIRABLE**

1. Knowledge of health Information Technology applications.
2. Demonstrated commitment to quality improvement and standards in a health care environment.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Exmouth	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Provision of the minimum identity proofing requirements</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre-Employment Health Assessment</li> <li>• Successful WA Health Integrity Check</li> <li>• Evidence of a current C or C-A Class drivers licence</li> </ul> Allowances <ul style="list-style-type: none"> <li>• District allowance; air conditioning subsidy (if applicable); extra one week's leave north of 26° parallel; air travel concession</li> </ul>		
<b>Specialised equipment operated</b>			

**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: <b>Manager</b>	<b>WA Country Health Service Midwest</b>  <b>1 April 2019</b>  <b>REGISTERED</b>	Signature and Date: <b>Regional Director</b>	<b>WA Country Health Service Midwest</b>  <b>1 April 2019</b>  <b>REGISTERED</b>
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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.

Name	Signature	Date Appointed	Date Signed

**WA Country Health Service  
Midwest**

**1 April 2019**

**REGISTERED**