



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service - Midwest		Position No:	604745
Division:	Murchison	Title:	General Clerk
Branch:	Meekatharra	Classification:	HSO Level G2
Section:		Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Director of Nursing - Health Service Manager
	Classification:	RN SRN Level 6
	Position No:	604724

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
Clinical Nurse
Registered Nurse
HACC Worker
Resident Carer
Enrolled Nurse
Cook Support Service Supervisor
Registered Nurse – Graduate
Aboriginal Liaison Officer
Administrative Assistant

Responsible To	Title:	Nurse Manager
	Classification:	RN SRN Level 3
	Position No:	613596



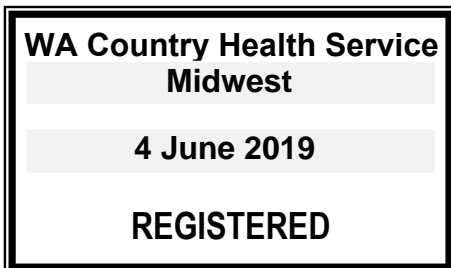
This position	Title:	General Clerk
	Classification:	HSO Level 2
	Position No:	604745



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></td> <td></td> </tr> </tbody> </table>	Category	Number		
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Section 3 – KEY RESPONSIBILITIES

Provides clerical and general administrative support for Meekatharra Health Service. Performs Medical Records tasks. Responsible for Patient Assisted Travel Scheme (PATS) Claims processing in accordance with PATS Policies and Guidelines for Meekatharra Health 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

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

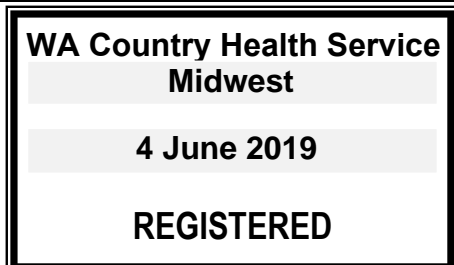
Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

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	GENERAL CLERICAL DUTIES		
1.1	Provide reception duties including greeting and directing clients. Answer incoming telephone calls and handling general, patient and visitor enquiries in consultation with clinical and other staff.		
1.2	Arrange, confirm and resource patient information and medical records for Departmental clinics and appointments for Allied Health Professionals as required.		
1.3	Provide statistical information to Clinical Staff as required in accordance with Health Information guidelines.		
1.4	Maintains stationery and Medical Record stock levels and submits orders for managerial approval when required.		
1.5	Maintain a key register and arrange accommodation, meals and flights for staff and visitors when required.		
1.6	Sort and stamp all outgoing mail, open incoming mail and maintain mail register.		
1.7	Receive valuables on behalf of patients and records in the Patient Private Property (PPP) book.		
1.8	Generate reports for Management and assist with minute taking/typing as required		
2.0	MEDICAL RECORDS		
	Admissions		
2.1	Admit emergency, elective and direct presentations and ensure correct details and financial classification are entered on the computerised patient information system.		
2.2	Prepare medical records and labels.		
2.3	Ensure all required forms are completed and necessary follow up action is instigated.		
	Discharges		
2.4	Ensure patient signs all necessary forms prior to discharge.		
2.5	Discharge all clients on the computerised patient information system in a timely fashion.		
2.6	Collate all information and file in the correct sequence in medical record.		
2.7	Follow up incomplete Discharge Summaries (MR25).		
	General		
2.8	Record all Occasions of Service for clients on the computerised patient information system.		
2.9	Register, update and maintain patient information on the computerised patient information system in accordance with Hospital procedure and standards.		
2.10	Monitor data input into the computerised patient system on a regular basis to ensure data integrity.		
2.11	Retrieve medical records and prepare paperwork as required/instructed including photocopying medical record forms for inter-hospital transfers.		
2.12	Maintain medical records systems including tracing, filing, storage and destruction in compliance with Hospital Standards.		
2.13	Facilitate and assist Freedom of Information requests and enquiries.		
3.0	PATIENTS ASSISTED TRAVEL SCHEME (PATS)		
3.1	Interview clients requiring travel assistance to ascertain their eligibility for assistance under the PATS and supply all forms required for completion		
3.2	Assist clients to understand the PATS including administration requirement and their obligations in accordance with PATS Policies and Guidelines.		
3.3	Check all referral and specialist forms received to ensure they are completed correctly and in full.		
3.4	Assist clients with making their travel arrangement including booking for commercial accommodation, bus fares, air flights and taxis.		
3.5	Issue purchase orders and voucher for purchase of fuel, bus tickets, air fares, accommodation, air flights and taxis and authorise the accounts for payment when received from suppliers in accordance with the Treasurer's Instructions.		



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Section 4 – STATEMENT OF DUTIES (continued)

3.6	Calculate reimbursements for claims approved for travel assistance.		
3.7	Input the claims into the PATS database for payment and follow up approved claims outstanding to ensure specialist's forms are received and ensure that clients have attended specialist appointments.		
3.10	Record all approved claims forms in accordance with PATS Polices and Guidelines and the Treasurer's Instructions.		
4.0	STAFF ACCOMMODATION		
4.1	Maintain booking manager for hospital housing and undertake property inspections in accordance with the accommodation policy to ensure compliance with tenancy conditions.		
4.2	Maintain an asset and inventory register of all furniture, electrical appliances, linen, crockery and cutlery and any additional equipment supplied for all staff accommodation.		
5.0	OTHER		
5.1	Participates in learning and development and maintains appropriate essential training requirements.		
5.2	Participates in performance management appraisal process.		
5.3	Other duties as directed or required by 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.



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated effective customer service, verbal and written communications skills.
2. Demonstrated data entry and word processing skills and experience.
3. Demonstrated effective organisational skills.
4. Demonstrated ability to work unsupervised and as part of a team.
5. Demonstrated ability to maintain confidentiality.

DESIRABLE

1. Knowledge and working experience of the WebPas system.
2. Knowledge and working experience of Patient Assisted Travel Scheme (PATS) Policies and Guidelines.
3. Previous experience working in a health environment.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

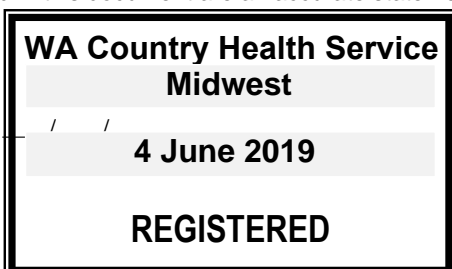
Section 6 – APPOINTMENT FACTORS

Location	Meekatharra	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Provision of the minimum identity proofing requirements • Successful Criminal Record Screening clearance • Successful Pre-Employment Health Assessment • Successful WA Health Integrity Check • Successful Aged Care Criminal Record Clearance Allowances <ul style="list-style-type: none"> • District Allowance 		
Specialised equipment operated			

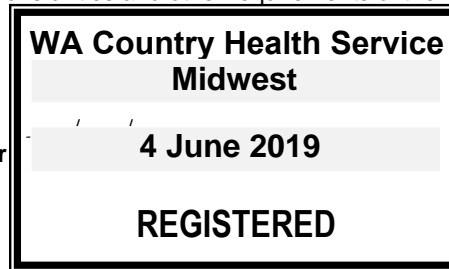
Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date:
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

