



## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>GREAT SOUTHERN</b>		<b>Position No:</b>	005028
<b>Division:</b>	Albany Hospital - Operations	<b>Title:</b>	<b>Administration Services Officer (Medical Records)</b>
<b>Branch:</b>	Administration Services	<b>Classification:</b>	HSO Level G-2
<b>Section:</b>	Medical Records	<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS

Responsible  
To

<b>Title:</b>	Manager Administration Services
<b>Classification:</b>	HSO Level G-6
<b>Position No:</b>	614156

#### OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<b>Title</b>
005029 Administration Services Officer (Admissions & Communications) HSO LG-2

Responsible  
To

<b>Title:</b>	Coordinator Administration Services (Medical Records)
<b>Classification:</b>	HSO Level G-3
<b>Position No:</b>	614158

This  
position

<b>Title:</b>	<b>Administration Services Officer (Medical Records)</b>
<b>Classification:</b>	HSO Level G-2
<b>Position No:</b>	005028

#### Positions under direct supervision:

Position No.	Title
Nil	

#### Other positions under control:

Category	Number
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### Section 3 – KEY RESPONSIBILITIES

Responsible for the provision of patient and administration services to ensure the efficient and effective operation of a Ward, Department or Service within the Hospital.

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		CLASSIFICATION	HSO Level G-2



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 the experience of health 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

Note: This list covers the scope of duties for an Administration Services Officer. The specific duties and the proportion of time spent on various duties will vary depending on the needs of the Ward, Department or Service.

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1</b>	<b>PHONE CALLS AND RECEPTION</b>	D	
1.1	Provides a reception service for the Ward, Department or Service.		
1.2	Receives visitors (ie patients, staff or members of public) and phone calls.		
1.3	Responds, informs or redirects calls and inquiries appropriately, in consultation with clinical staff and management as required.		
<b>2</b>	<b>PATIENT SERVICES</b>	D	
2.1	Organises clinics, books and coordinates patient appointments.		
2.2	Visits Private Inpatients, provides information and organizes additional services.		
2.3	Prepares pre-admission packs for patients. Issues patients with instructions and materials in preparation for procedures and examinations.		
2.4	Liaises with specialists and external organizations to arrange referrals, transport and other services for patients.		
2.5	Liaises with other areas of the Hospital to obtain information and to coordinate services, appointments or referrals for patients.		
<b>3</b>	<b>MEDICAL RECORDS</b>	D	
3.1	Obtains the Medical Record (file) for patients, creates Medical Records for new patients.		
3.2	Prepares paperwork and medical record for outpatient services and/or inpatient admission, transfer and discharge.		
3.3	Updates the Medical Record and files patient information and reports, liaising with doctors and clinical staff as required.		
3.4	Records and processes requests for release of patient information.		
3.5	Ensures security and confidentiality of patient Medical Records.		
<b>4</b>	<b>PATIENT ADMINISTRATION SYSTEM</b>	D	
4.1	Records all necessary patient identification and clinical information on the patient administration system.		
<b>5</b>	<b>REPORTING</b>	R	
5.1	Maintains and produces reports and registers for management and/or clinicians.		
5.2	Checks and corrects quality assurance reports to ensure accurate information.		
5.3	Prepares daily inpatient census.		
<b>6</b>	<b>CLERICAL SUPPORT</b>	D	
6.1	Provides general clerical support for Clinical Manager.		
6.2	Ensures adequate stocks of stationary and orders other supplies if required.		
6.3	Organises/attends meetings, prepares agenda and minutes if required.		
<b>7</b>	<b>BILLING AND ACCOUNTS</b>	R	
7.1	Prepares and processes Medicare billing information.		
<b>8</b>	<b>OTHER DUTIES</b>	R	
8.1	Participates in the ongoing improvement of processes and services.		
8.2	Assists other administrative staff and provides back up or relief if required.		
8.3	Assists with orientation and training of other clerical staff.		
8.4	Undertakes other duties as directed.		
	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. Good written communication, interpersonal and customer services skills
2. Demonstrated computer skills including word processing and spread sheets (MS Office applications)
3. Good organisational skills, ability to handle a variety of tasks and prioritise work to meet deadlines
4. Proven ability to work effectively with minimal supervision and as part of a team
5. Understanding of confidentiality principles and their importance

### DESIRABLE

1. Knowledge of medical terminology
2. Previous experience in an administration/office role
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery

## Section 6 – APPOINTMENT FACTORS

<b>Location</b>	Albany	<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- Placement Health Screening clearance</li> <li>• Ability to participate in a rotating roster (24/7)</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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**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