



JOB DESCRIPTION FORM

Section 1 - POSITION IDENTIFICATION

		Position No:	614194
Division:	Kimberley	Title:	PATS Officer
Branch:	Kimberley Hospitals	Classification:	HSO Level G3
Section:	Administration	Award/Agreement:	Health Salaried Officers Agreement

Section 2 - POSITION RELATIONSHIPS

Responsible to	Title:	Operations Manager	Other positions reporting directly to this position:
	Classification:	HSO Level G11	
	Position No:	200150	
		↑	
Responsible to	Title:	Business Manager – Broome	←
	Classification:	HSO Level G6	
	Position No:	200151	
		↑	
This position	Title:	PATS Officer	
	Classification:	HSO Level G3	
	Position No:	614194	
		↑	

Positions under direct supervision:		← Other positions under control:	
Position No	Title	Category	Number

Section 3 - KEY RESPONSIBILITIES

Provides an efficient PATS (Patient Assistance Travel Scheme) service on behalf of WA Country Health Service – Kimberley. Process PATS applications as per scheme's policy and guidelines.

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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 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.

WA Country Health Service

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Section 4 - STATEMENT OF DUTIES

Duty No	Details	Freq	%
1	GENERAL DUTIES		50
1.1	Determines clients' eligibility for assistance under the PATS (Patient Assistance Travel Scheme) scheme ensuring all PATS forms are completed correctly and in full.		
1.2	Provides information, phone support and an advisory service to PATS applicants within the Kimberley region.		
1.3	Coordinates and liaises with suppliers on PATS travel, accommodation and other patient/client support services as required.		
1.4	Liaises with referring practitioners and specialist centres to resolve any queries in relation to referral forms received and appointments attended.		
1.5	Liaises with Social Workers, Aboriginal Liaison Officers and Health Workers for clients with social and cultural differences.		
1.6	Records claims in SHaRE (Secure Health Record Exchange) and files, stores and disposes of completed claims forms in accordance with relevant Policies and Guidelines.		
1.7	Follow up outstanding and unresolved issues relating to PATS claims.		
1.8	Answers telephone queries directed through the Regional PATS Contact Line and advise appropriately.		
2	FINANCIAL		45
2.1	Calculates reimbursements for clients approved travel and accommodation.		
2.2	Issues purchase orders and payment for purchase of air flights, bus fares, accommodation and taxi vouchers and authorises the accounts for payments when received from suppliers in accordance with the Treasure's Instructions.		
2.3	Prepares, classifies and invoices payments of PATS benefits. Manages and resolves all credit notes and account queries with suppliers.		
3	OTHER		5
3.1	Assists with training and reviewing PATS processes within Kimberley region.		
3.2	Participates in orientation, mandatory training, staff performance development and quality improvement programs.		
3.3	Other duties as directed by line manager or their delegate.		
<p>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.</p>			

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Section 5 - SELECTION CRITERIA

ESSENTIAL:

1. Well-developed interpersonal, verbal and written communications skills including problem solving skills and the ability to liaise effectively with clients and staff of all levels.
2. Well-developed customer service skills including listening and clarification skills as well as the ability to undertake subsequent action.
3. Competency in computer use and experience with Microsoft based programs.
4. Ability to work effectively as part of a multidisciplinary team, to work independently and productively with limited supervision ensuring deadlines are met.
5. Ability to work in a manner that preserves patient confidentiality and dignity.

DESIRABLE:

1. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
2. Ability to work in a multi-cultural environment.
3. Experience in databases and financial functions.
4. Sound knowledge of public transport systems and accommodation both within the Kimberley region and in Perth.

Section 6 - APPOINTMENT FACTORS

Location	Kimberley	Accommodation	As per WACHS Kimberley policy
Appointment/ Allowances Conditions	Where applicable - District Allowance, Annual Leave Travel Concession, one week additional Annual leave for above the 26 th parallel, air conditioning subsidy. 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 		
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: ____/____/____

**Operations Manager
Broome Health Service**

Signature and Date: ____/____/____

**Regional Director
WACHS Kimberley**

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

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