



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Waitlist Clerk
Health Salaried Officers Agreement: Level G2
Position Number: 000533
Inpatient Booking Service / Surgical Division
Sir Charles Gairdner Hospital

Reporting Relationships

IPBS + BASE System Administrator
 Award Level: G6
 Position Number: 004004



Administration Officer
 Award Level: G3
 Position number: 004105



This Position



← Also reporting to this supervisor:

- Waitlist Clerks 9 FTE
- PreAdmission Clinic Clerks 2 FTE

Directly reporting to this position:	Other positions under control						
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%; text-align: left;">Title</th> <th style="width: 30%; text-align: left;">Classification</th> <th style="width: 40%; text-align: left;">FTE</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Title	Classification	FTE				<ul style="list-style-type: none"> •
Title	Classification	FTE					

Prime Function / Key Responsibilities

Conducts all activities relating a patient's Elective Surgery Waitlist booking.

Brief Summary of Duties (in order of importance)

1. Coordinates patient's waitlist in liaison with Clinicians and or Waitlist CN (Clinical Nurse) from the relevant surgical specialty.
2. Maintains details and waitlists on webPAS and BASE (an area specific program).
3. Co-ordinates and maintains all Pre-Admission and Pre-Anaesthetic appointments with PAC Bookings Clerk including ensuring all information concerning Pre-Admission Clinical bookings is disseminated to all relevant personnel.
4. Liaises with Patients, Consultants, Registrars, Residents, Waitlist NM, Waitlist CN, Outside Professional rooms and other hospital departments regarding the waitlist and bookings.
 - Provides assistance with waitlist procedures and protocols.
 - Ensures completion of appropriate documentation.
 - In consultation with Clinicians and Specialty Waitlist CN, assists with the accurate facilitation and scheduling of theatre lists.
 - Ensures application of hospital guidelines and policy for waitlist matters and alerts Clinicians to any discrepancies.
5. Undertakes initial coding of procedures.
6. Notifies patients in a timely and accurate manner of their Pre-Admission and Admission details by letter/email and/or telephone.
7. Responds effectively and efficiently to enquiries regarding the waitlist from Medical staff and Patients.

1. NMHS Governance, Safety and Quality Requirements

- 1.1 Participates in the maintenance of a safe work environment
- 1.2 Participates in an annual performance development review.
- 1.3 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.
- 1.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 1.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 1.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

2. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. High level clerical experience in a Health Care environment, including accurate data entry/keyboard skills including Microsoft software specifically Excel spreadsheet applications.
2. Extensive knowledge and experience in IDC-10 coding standards and maintaining waitlists.
3. High level knowledge of Health Care Information Systems, e.g. WebPAS and BASE.
4. Established high level communication and interpersonal skills within a customer focussed environment.
5. Demonstrated high level organisational, time management, analytical and problem solving skills and the ability to work within tight deadlines.
6. Proven ability to work effectively as part of a team and with minimal supervision.
7. Ability to maintain confidentiality.

Desirable Selection Criteria

1. Extensive knowledge of/or Attainment of Medical Terminology Certificate
2. 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: Rachael Oldfield
Signature/HE:48689
Date:21/10/2017

Dept./Division Head

Name: Peter McEwen
Signature: He46160
Date:21/10/2017

Position Occupant

Name:
Signature:
Date: