



North Metropolitan Health Service
Job Description Form

HSS Registered

Outpatients Clerk
Health Salaried Officers Agreement: Level G2
Position Number: 000212
Physiotherapy/SCGH/NMHS

Reporting Relationships

Team leader: Musculoskeletal Out-Patients
 HSO P3
 Position Number:000838



Administrative Assistant
 HSO G3
 Position Number:0005637



This Position



← Also reporting to this supervisor:
 •

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•

Prime Function / Key Responsibilities
 To provide a clerical and reception function for the Physiotherapy Department.

Brief Summary of Duties

1. DUTIES

- 1.1. Provide a clerical and reception function for the Physiotherapy Department and Curtin Physiotherapy Clinic.
- 1.2. Arrange outpatient appointments, interpreters and transport if required.
- 1.3. Liaises with Medical and other staff both internal and external to the hospital on matters pertaining to patient appointments.
- 1.4. Assist staff with word processing of reports, general correspondence, and publications.
- 1.5. Order medical records for physiotherapists.
- 1.6. Order stationary supplies and assist with other requisitions.
- 1.7. Cash handling and use of EFTPOS for Clinic treatments and home treatment supplies.

2. NMHS Governance, Safety and Quality Requirements

- 2.1. Participates in the maintenance of a safe work environment
- 2.2. Participates in an annual performance development review.
- 2.3. 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.
- 2.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5. Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated clerical and reception experience with an understanding of appointment scheduling.
2. Basic keyboard skills
3. Ability to communicate effectively with patients and staff.
4. Ability to work effectively as part of a team
5. Demonstrated organisational skills and ability to perform all manual duties independently.
6. Ability to operate within set standards and protocols and manage time effectively.

Desirable Selection Criteria

1. Experience in the use of Microsoft Office software and computerised patient information systems (EG Webpas).
2. Previous experience in a health care environment.
3. Cash handling experience
4. 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: Ben Bull
Signature/HE:he81577
Date: 11/10/2019

Dept./Division Head

Name: Tracy Hebden-Todd
Signature/HE:he05509
Date: 11/10/2019

Position Occupant

Name:
Signature/HE:
Date: