



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

Waitlist Clerk

Position details

Position Number: 00012627
Classification: HSO Level G2
Agreement: Health Salaried Officers Agreement
Directorate: Operations - Service Unit 3 - Surgical
Department: Nursing Inpatient
Location: Perth Children's Hospital QEII Nedlands

Reporting relationships

This position reports to:

00013232 Coordinator Waitlist

HSO Level G4

Positions under direct supervision:

Nil

Key Responsibility

Provides waitlist management to the Surgical Services Departments. Provide advice and support to the department about the elective surgery waitlist data (ESWD). Receives referrals regarding Waitlist Bookings. Arrange waitlist bookings and appointment dates, updates computer system and advises patients and hospital staff appropriately. This position reports to the Waitlist Coordinator position for performance of duties.



About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

CAHS is made up of three service streams:

- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

Our vision

Healthy kids, healthy communities

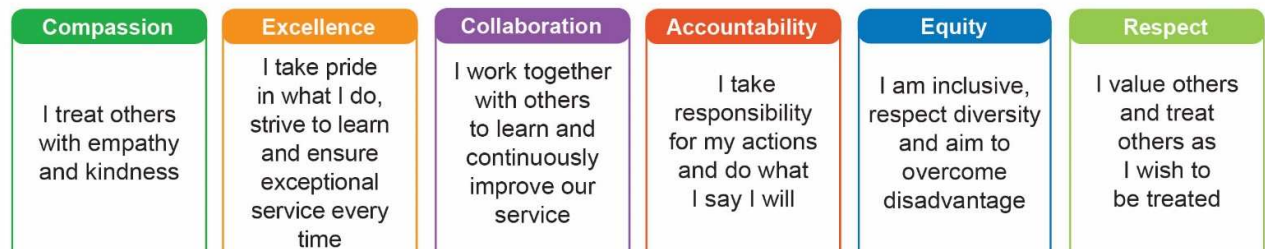
Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

Our objectives



Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:



Summary of accountabilities

1. Administrative Duties

- Prioritise incoming correspondence and undertakes any appropriate follow up action.
- Receives telephone enquiries and ensures that appropriate assistance is given to callers.
- Receives referrals regarding elective theatre bookings and waitlist cases, arranges dates, updates computer system and advises patients and hospital staff appropriately.
- Liaises with patients, Consultants, Registrars, Residents, Private Practices and other hospital departments regarding bookings and waitlists:
 - Provides assistance about bookings and waitlists.
 - Ensures completion of appropriate documentation.
 - Facilitates the efficient scheduling of theatre lists in consultation with the clinician.
 - Applies hospital guidelines and policy relating to bookings and waitlist matters and alerts clinicians to discrepancies.
- Maintains accurate Elective Waitlist.
- Organises pre-admission and pre-anaesthetic appointments, and advises patients accordingly.
- Utilises WebPAS system to search, create, register and update patient information.
- Performs audit of waitlist, collates results and advises coordinator of results.
- Performs quality activities on aspects of the bookings and waitlist functions.

CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the CAHS Vision and CAHS Values of Compassion, Collaboration, Accountability, Respect, Excellence and Equity.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

Essential selection criteria

1. Demonstrated experience and skills in Microsoft and Excel Packages.
2. Demonstrated initiative to work in a team with minimal supervision.
3. Demonstrated effective organisational skills and a demonstrated ability to coordinate and prioritise daily workload.
4. Demonstrated sound interpersonal and communication skills and an ability to liaise effectively.

Desirable selection criteria

1. Relevant experience working in a teaching hospital or healthy industry.
2. Demonstrated knowledge of medical terminology.
3. Knowledge of hospital computer system e.g. WebPas and TMS.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment to this position is subject to the following:

- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

Certification

Created on Insert date	Last Reviewed 24/10/2019	HSS Registered 24/10/2019
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I verify that the details in this document are an accurate reflection of the requirements of the position.

Manager / Supervisor	Signature or HE Number	Date

As an Occupant of this position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Occupant Name	Signature or HE Number	Date