



## Clinic Clerk

**Health Salaried Officers Agreement: Level G2**

**Position Number: Various**

**Health Information Management Service**

**Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)**

### Reporting Relationships

Manager, Patient Information Service  
Award Level: HSO G7  
Position Number: 005199



Clerical Coordinator  
Award Level: HSO G5  
Position Number: 603215



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nil		



Also reporting to this supervisor:

- Title, Level, FTE

### Key Responsibilities

Provides a comprehensive reception and clerical service to the patients and staff of the outpatient clinics.

## EMHS Vision and Values

### Our Vision

*Healthy people, amazing care.  
Koorda moort, moorditj kwabadak.*

**Healthy people** refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

**Amazing care** reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

### Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

## Brief Summary of Duties (in order of importance)

### 1. Reception

- 1.1 Provide a customer focussed reception service to the patients, families and visitors of the outpatient clinics.
- 1.2 Provide an efficient and courteous switchboard service, ensuring all enquires are appropriately managed in a timely and accurate manner.
- 1.3 Respond to enquiries appropriately or take messages and distribute to staff as required.
- 1.4 Action referrals on a daily basis.
- 1.5 Create and maintain patient referrals and appointment bookings in the patient administration system as required.
- 1.6 Greet and interview patients on attendance, updating patient information and attendance as required in the patient administration system.
- 1.7 Liaise with patient service agencies as required (e.g. transport, translator) to ensure appropriate services are available for patients.

### 2. Medical Records

- 2.1 Ensure the availability of the medical record for patient care by liaising as required.
- 2.2 Compile, update and track medical records in the Patient Administration System and ensure their return to Patient Information Department at the end of each day.
- 2.3 File all loose reports, notes and letters generated and/or received in the clinic into the medical record according to the order of filing.
- 2.4 Ensure waitlist paperwork is provided to the Waitlist Department on a daily basis.
- 2.5 Ensure security and confidentiality of patient information and medical records.

### 3. Administrative

- 3.1 Order stationery as required.
- 3.2 Receive and distribute mail on a daily basis.
- 3.3 Photocopy and fax information as required.
- 3.4 Provide on the job training of new staff to this position.

### 4. EMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Actively participates in the Peak Performance program.
- 4.3 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.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

### 5. Undertakes other duties as directed

## Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

### Essential Selection Criteria

1. Previous clerical experience working in a clinic or reception environment.
2. Demonstrated customer service skills including good listening and clarification skills.
3. Demonstrated interpersonal, verbal and written communication skills with strengths in liaising effectively within a team.
4. Demonstrated organisation and time management skills including the ability to prioritise and complete a variety of tasks whilst meeting a range of deadlines with minimal supervision.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills.

### Desirable Selection Criteria

1. Previous experience with computerised patient information systems (i.e. webPAS).
2. Knowledge and experience in medical record procedures and the use of Medical Terminology.
3. 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	Signature or	HE Number	Date
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on
	January 2020