



HSS REGISTERED

Senior Health Professional Triage
Health Salaried Officers Agreement; Level P2
Position Number: 115152
D Block - Community Rehabilitation & Outpatients
Bentley Health Service / Royal Perth Bentley Group / East Metropolitan Health Service

Reporting Relationships

Manager Outpatients (RPBG)
 HSO Level G10
 Position Number: 603054



Community Rehabilitation and Outpatients Manager
 HSO Level G9
 Position Number: 115031



This Position



Directly reporting to this position:

Title	Classification	FTE

Also reporting to this supervisor:



Key Responsibilities

Reviews referrals to BHS general outpatient services and allocates in line with EMHS policies, principles and guidelines.

Triages all BH Community Rehabilitation eReferrals and coordinates the Community Rehabilitation multidisciplinary team meetings in collaboration with the Community Rehabilitation and Outpatient Manager.

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. Clinical

- 1.1 Reviews all referrals to BHS outpatient services as the single point of entry triage officer; redirects / rejects referrals as per outpatient referral policies and procedures.
- 1.2 Responsible for all enquiries and requests for advice and information regarding referrals to BHS general outpatient services, in collaboration with the RPH and BHS outpatient managers.
- 1.3 Acts as gatekeeper for Community Rehabilitation (CR) eReferrals; triages referrals and uploads information into the CR database.
- 1.4 Assists in coordination of admission and discharge of CR patients within the inter-disciplinary team environment.
- 1.5 Maintains precise records and other related information for all referrals to BHS general outpatient services.
- 1.6 Assists the Community Rehabilitation and Outpatient Manager in day to day activities, including analysis and reporting of information.
- 1.7 Advises, consults and liaises with hospital and community agencies regarding referrals to CR and other general outpatient services.
- 1.8 Attends multi-disciplinary meetings and other meetings as required.
- 1.9 Liaises and act as a consultant with and to other staff in routine and complex case management matters.
- 1.10 Promotes and advocates the CR service and model of care within the Health Service and community.
- 1.11 Provides advice to patients, families or carers about the benefits of CR.
- 1.12 Advises the Community Rehabilitation and Outpatient Manager of problems arising with referrals to outpatient services.

2. Professional Education/Training/Research

- 2.1 Assists in the formulation, development and implementation of CR programs.
- 2.2 Develops and delivers education and training programs and instructs staff of the hospital, students and others external to the hospital regarding Community Rehabilitation.
- 2.3 Initiates, undertakes and participates in quality improvement activities, research projects, professional development and performance management including in-service education.
- 2.4 Coordinates induction and orientation of new voluntary drivers at BHS and ensures mandatory training is completed.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role. 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.

4. 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. Relevant tertiary qualification in one of the following disciplines: Physiotherapy, Social Work, Clinical Psychology, Occupational Therapy, Podiatry, Speech Pathology, Dietetics, Registered Nurse and eligibility for registration with AHPRA (Clinical Psychology, Physiotherapy, Podiatry, Nursing), Occupational Therapists Registration Board of WA (Occupational Therapy) or eligible for: full membership of the Australian Association of Social Workers (Social Work), full membership of the Dietitians Association of Australia as an Accredited Practising Dietitian (APD) (Dietetics) or membership of Speech Pathology Australia (SPA) (Speech Pathology).
2. Relevant and recent adult clinical experience with demonstrated advanced skills and knowledge in the clinical management of patients, in particular aged care and rehabilitation.
3. Demonstrated high level communication, negotiation and interpersonal skills.
4. Demonstrated high level time management, administrative and organisational skills.
5. Ability to function effectively as a member of an inter-disciplinary team, and work independently.
6. Experience in the application of quality improvement principles and methodologies.
7. Demonstrated commitment to continuing professional development within relevant clinical and non-clinical areas.

Desirable Selection Criteria

1. Knowledge of policies, principles and guidelines for non-admitted services and activity recording.
2. Knowledge and skill in working with MS Office applications and other hospital Patient Information Management Systems
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment service and delivery.

Appointment Prerequisites

Appointment is subject to:

- Evidence of eligibility for or current full membership with relevant professional organisation.
- 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.

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Manager / Supervisor Name

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Signature or

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HE Number

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Date

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Dept. / Division Head Name

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Signature or

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HE Number

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Date

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

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Occupant Name

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Signature or

.....
HE Number

.....
Date

Effective Date

HSS Registration Details (to be completed by HSS)

Created on

Last Updated on

February 2020