



**HSS Registered**

**Receptionist / Clerk / Telephonist - HSP**

**Health Salaried Officers Agreement: Level G2**

**Position Number: 005211**

**Health Information Management Service**

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

**Reporting Relationships**

Clerical Coordinator ED & Reception  
HSO Level G5  
Position Number: 113327



Clerical Supervisor  
HSO Level G3  
Position Number 006204



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• NIL		

Also reporting to this supervisor:

- Various Level G2

**Key Responsibilities**

Provide a comprehensive customer focussed reception, admission, discharge and clerical service for Armadale Health Service.

## 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 Provides an efficient and courteous hospital reception service for patients, visitors and staff of Armadale Health Service.
- 1.2 Attends and direct patients, visitors and telephone enquiries to all areas of the Health Service.
- 1.3 Records and attends to all messages received.
- 1.4 Operates an efficient hospital paging system.
- 1.5 Participates in Emergency Response Codes as required.
- 1.6 Attends to patient and public returning and collecting equipment after hours.
- 1.7 Assists with processing of mail and associated statistics.

### 2. Patient Activity

- 2.1 Confirms bed status and process admissions, discharges, transfers etc as necessary.
- 2.2 Attends to Dialysis admissions and discharges.
- 2.3 Waitlists and collates medical records for Antenatal bookings.
- 2.4 Assists in the maintenance of daily patient bed census which accurately reflects the admissions, transfers and discharges system.

### 3. Other

- 3.1 Provides on the job training and support to other clerical staff.
- 3.2 Ensures maintenance of patient confidentiality at all times.
- 3.3 Attends team meetings as required.

### 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 in a health service environment.
2. Demonstrated experience in switchboard and reception duties.
3. Demonstrated customer service skills including good listening and clarification skills.
4. Demonstrated ability to work independently, demonstrating initiative and flexibility.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills.

#### Desirable Selection Criteria

1. Previous experience of computerised patient/clinical information systems (i.e. WebPAS).
2. Awareness of the principles and practices of the Freedom of Information Act (1992).
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.

<b>Naomi Sopi</b>		<b>He21616</b>	<b>19/12/17</b>
<b>Manager / Supervisor Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Dept. / Division Head Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>

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

<b>Occupant Name</b>	<b>Signature or</b>	<b>HE Number</b>	<b>Date</b>
<b>Effective Date</b>			

**HSS Registration Details (to be completed by HSS)**

<b>Created on</b>	<b>Last Updated on</b>
	February 2020