



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

Goldfields		Position No:	601117
Division:	Operations	Title:	Regional Patient Assisted Travel Scheme (PATS) Officer
Branch:	Kalgoorlie Health Campus	Classification:	HSO Level G3
Section:	Administration	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Regional Director
	Classification:	HSO Health Executive
	Position No:	601000



Responsible To	Title:	Operations Manager
	Classification:	HSO Level G11
	Position No:	607939



This position	Title:	Regional Patient Assisted Travel Scheme (PATS) Officer
	Classification:	HSO Level G3
	Position No:	601117



OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u>Title</u>
601029 – Administration Assistant
601073 – Nursing Coordinator - Ambulatory
601074 – Nursing coordinator - Inpatient
601112 – Business Manager
601150 – Chief Medical Imaging Technologist
601163 – Regional Chief Pharmacist
601574 – Coordinator Patient Support Services
601576 – Coordinator Hotel Services

Positions under direct supervision:	← Other positions under control:
Position No.	Category
Title	Number

Section 3 – KEY RESPONSIBILITIES

Client liaison, administration of applications and assessment of claims in accordance with PATS policy and guidelines.



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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR MISSION

To deliver and advance high quality care for country WA communities

OUR VISION

To be a global leader in rural and remote healthcare

OUR STRATEGIC PRIORITIES

Caring for our patients - Providing safe, patient-centred care, ensuring the needs of our patients are at the core of everything we do

Addressing disadvantage and inequity - Delivering focussed and accessible services for those who need it most

Building healthy, thriving communities - Supporting country people to be as healthy as they can be and continuing to play our part in the economic and social viability of country communities

Delivering value and sustainability - Ensuring that the services we provide are sustainable and we are transparent about our performance

Enabling our staff - Supporting our staff to deliver great care, empowering them to learn, grow, innovate and lead

Leading innovation and technology - Embracing innovation and technology to create a safer, more connected and equitable health system

Collaborating with our partners - Partnering to deliver more integrated services that improve patient outcomes and experience, giving consumers more choice and control

OUR VALUES

Community – We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

Compassion – We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

Quality – We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

Integrity – We bring honesty, collaboration and professionalism to everything that we do.

Equity – We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

Curiosity – We continually enquire and seek to understand, using the best evidence, insight and research to improve care.

WA Country Health Service –
GOLDFIELDS

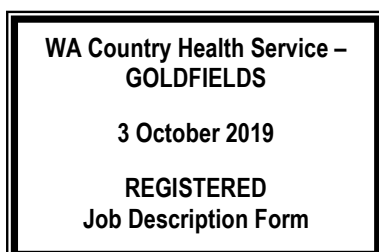
3 October 2019

REGISTERED
Job Description Form

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	GENERAL DUTIES	D	95
1.1	Determine eligibility for assistance and approve claims under the PATS scheme, including assessment of patient hardship and the need for immediate assistance.		
1.2	Assist clients through an education process to understand the PATS scheme including administration requirements, obligation to lodge claims, level of assistance, eligible specialists, time frames, provision of receipts, eligibility for escort and other obligations in accordance with the PATS policies and guidelines.		
1.3	Ensure quality assurance for completeness and accuracy for submitted forms.		
1.4	Liaise with referring practitioners and specialists to resolve any queries in relation to referral forms received and specialist appointments attended.		
1.5	Liaise with specialist centres, Social Workers and Discharge Coordinators to assist clients with travel and accommodation bookings on discharge from hospital.		
1.6	Refer all unclear or contentious PATS issues to the Operations Manager who may escalate it to the Regional Director for advice and resolution.		
1.7	Process reimbursements for claims approved for travel assistance.		
1.8	Follow up outstanding approved claims to ensure specialists forms are received and ensure that clients have attended specialist appointments.		
1.9	Record all approved claims in the PATS database and software files, store and dispose all completed claim forms in accordance with PATS Policies and Guidelines and the Treasurer's instructions.		
1.10	Assist clients, where necessary, with making their travel arrangements including bookings for commercial accommodation and bus fares.		
2.0	OTHER	R	5
2.1	Assist with training and review of PATS processes within the Goldfields Region.		
2.2	Perform other duties in accordance with the key responsibilities as directed by the Manager.		
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.		



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated customer service skills.
2. Demonstrated experience understanding and interpreting guidelines.
3. Demonstration organisational skills and ability to self-direct work.
4. Demonstrated problem solving abilities and conflict resolution skills.
5. Well-developed oral and written communication skills.
6. Well-developed level computer skills including Microsoft Office applications.

DESIRABLE

1. Knowledge of policies and procedures associated with the Patient Assisted Travel Scheme.
2. Knowledge of the geography and transport infrastructure in Perth and the Goldfields region.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Kalgoorlie	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Provision of the minimum identity proofing requirements. • Successful Criminal Record Screening clearance • Successful Pre-Employment Health Assessment • Successful WA Health Integrity Check Allowances <ul style="list-style-type: none"> • District Allowance as applicable • Annual leave travel concession as applicable 		
Specialised equipment operated			

Section 7 – CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: ____/____/____
Operations Manager

Signature and Date: ____/____/____
Regional Director

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

Name	Signature	Date Appointed	Date Signed

