



**JOB DESCRIPTION FORM**

**Section 1 – POSITION IDENTIFICATION**

<b>WA Country Health Service</b>		<b>Position No:</b>	<b>611784</b>
<b>Division:</b>	South West	<b>Title:</b>	<b>Clerk</b>
<b>Branch:</b>	Inland Operations	<b>Classification:</b>	<b>HSO Level G-2</b>
<b>Section:</b>	Bridgetown Hospital	<b>Award/Agreement</b>	Health Salaried Officers Agreement

**Section 2 – POSITION RELATIONSHIPS**

<b>Responsible To</b>	<b>Title:</b>	District Manager Blackwood
	<b>Classification:</b>	HSO Level G-10
	<b>Position No:</b>	610234



<b>Responsible To</b>	<b>Title:</b>	Administration Assistant
	<b>Classification:</b>	HSO Level G-3
	<b>Position No:</b>	613045



<b>This position</b>	<b>Title:</b>	<b>Clerk</b>
	<b>Classification:</b>	<b>HSO Level G-2</b>
	<b>Position No:</b>	<b>611784</b>



**OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:**

<b>Title</b>
Ward Clerk
X-Ray Assistant



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td>NIL</td> <td></td> </tr> </tbody> </table>	Position No.	Title	NIL		<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Category	Number		
Position No.	Title								
NIL									
Category	Number								

**Section 3 – KEY RESPONSIBILITIES**

Clerk, as a multidisciplinary team member, will provide general support to staff as directed by the patient information coordinator and provide an informed customer service. Duties will cover administration, clerical and internal and external communication to the unit.

<p><b>WA Country Health Service</b>  <b>South West</b></p> <p><b>26 August 2020</b></p> <p><b>REGISTERED</b></p>
--

TITLE	Clerk	POSITION NO	611784
		CLASSIFICATION	HSO Level G-2



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.

**WA Country Health Service**  
**South West**

**26 August 2020**

**REGISTERED**

**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.

<b>TITLE</b>	<b>Clerk</b>	<b>POSITION NO</b>	<b>611784</b>
		<b>CLASSIFICATION</b>	<b>HSO Level G-2</b>

**Section 4 – STATEMENT OF DUTIES**

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>ADMINISTRATION</b>		<b>95</b>
1.1	Prepares and maintains patient records and Medical Records room as per WACHS – South West policies and guidelines.	D	
1.2	Assists in maintenance of relevant electronic systems supporting the patient's journey for presentations to Emergency Department and Outpatients.	D	
1.3	Assists in the management of all internal and external communications to unit.	D	
1.4	Manages internal and external mail distribution as per WACHS – South West guidelines.	D	
1.5	Assists staff in arranging patient and multidisciplinary appointments / bookings as required.	D	
1.6	Performs general typing word-processing and clerical duties as required by the assigned unit.	R	
1.7	Complies with WACHS – South West policies and protocols relevant to assigned ward and unit.	D	
1.8	Participates in staff education / orientation.	W	
	Maintains confidentiality of all patient information.	R	
1.9	Initiates procedures for alerts Health Service Staff and Emergency Services of emergency situation in accordance with WACHS – South West policy and procedures.	D	
1.10	Acts as a receptionist to the unit, attending to internal and external customer enquiries, directing them to the appropriate areas or information as required.	O	
1.11	Retrieve medical records for ED Triage Audits or others as required.	D	
1.12	Processes Freedom of Information (FOI) and Request of Information (ROI) requests according to WACHS-SW Guidelines.	O	
<b>2.0</b>	<b>OTHER</b>		<b>5</b>
2.1	Provided support with financial functions as required.	R	
2.2	Performs other duties as designated by the Administrative Assistant	D	
2.3	Relieves other equivalent positions within the Health Service as required.	O	
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in 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.		

<p><b>WA Country Health Service</b>  <b>South West</b></p> <p><b>26 August 2020</b></p> <p><b>REGISTERED</b></p>
--

<b>TITLE</b>	<b>Clerk</b>	<b>POSITION NO</b>	<b>611784</b>
		<b>CLASSIFICATION</b>	<b>HSO Level G-2</b>

**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated effective interpersonal and communication skills, both verbal and written.
2. Demonstrated sound keyboard skills, and experience in data entry and retrieval of data.
3. Demonstrated organisational, time management and problem solving skills.
4. Demonstrated the ability to work unsupervised and in a team environment.
5. Demonstrated knowledge of medical records procedures and practices.
6. Eligible for / or in possession of a current C or C-A Class drivers licence.

**DESIRABLE**

1. Previous clerical experience in a health care environment.
2. Knowledge of Health Information computing system.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Bridgetown	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Provision of the minimum identity proofing requirements.</li> <li>• Successful Criminal Record Screening clearance.</li> <li>• Successful Pre- Employment Health Assessment.</li> <li>• Successful WA Health Integrity Check.</li> <li>• Evidence of a current C or C-A Class drivers licence.</li> </ul>		
<b>Specialised equipment operated</b>			

**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: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Executive Services**

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Chief Executive Officer**

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

<p><b>WA Country Health Service South West</b></p> <p><b>26 August 2020</b></p> <p><b>REGISTERED</b></p>
--