



JOB DESCRIPTION FORM

Section 1 Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	611917
Division:	South West	Title:	Receptionist Clerk – Warren
Branch:	Operations Inland	Classification:	HSO Level G-1/2
Section:	Warren Hospital	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	District Manager Blackwood
	Classification:	HSO Level G-10
	Position No:	610234
		↑
Responsible To	Title:	Administrative Assistant
	Classification:	HSO Level G-3
	Position No:	613044
		↑
This position	Title:	Receptionist Clerk – Warren
	Classification:	HSO Level G-1/2
	Position No:	611917
		↑

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
Receptionist Clerk
Administration Assistant
Medical Imaging Reception/Assistant Warren

Positions under direct supervision:	← Other positions under control:								
<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 colspan="2" style="text-align: center;"> WA Country Health Service South West 15 September 2020 REGISTERED </td> </tr> </tbody> </table>	Category	Number	WA Country Health Service South West 15 September 2020 REGISTERED	
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Section 3 – KEY RESPONSIBILITIES

Receptionist 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.

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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.

**WA Country Health Service
South West**

15 September 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.

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	ADMINISTRATION		95
1.1	Prepares and maintains patient records as per WACHS – South West policies and guidelines.	D	
1.2	Assists in maintenance of relevant electronic systems supporting the patient's journey, from presentation / placement on waiting list to discharge.	D	
1.3	Assists in the management of all internal and external communications to unit.	D	
1.4	Arranges safekeeping of patient private property.	D	
1.5	Manages internal and external mail distribution as per WACHS – South West guidelines.	D	
1.6	Assists staff in arranging patient and multidisciplinary appointments / bookings as required.	D	
1.7	Generates and distributes reports as required by the Administration Assistant.	D	
1.8	Maintains stationery supply to ward / department.	W	
1.9	Performs general typing word-processing and clerical duties as required by the assigned unit.	R	
1.10	Complies with WACHS – South West policies and protocols relevant to assigned ward and unit.	D	
1.11	Participates in staff education / orientation.	O	
1.12	Maintains confidentiality of all patient information.	D	
1.13	Initiates procedures for alerts Health Service Staff and Emergency Services of emergency situation in accordance with WACHS – South West policy and procedures.	R	
1.14	Acts as a receptionist to the unit, attending to internal and external customer enquiries, directing them to the appropriate areas or information as required.	D	
2.0	OTHER		5
2.1	Performs other duties as designated by Administration Assistant.	D	
2.2	Relieves other equivalent positions within the Health Service as required by the Support Services Coordinator – Warren Blackwood Area.	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.		



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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.

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

Location	Manjimup	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. 		
Specialised equipment operated	N/A		

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>WA Country Health Service South West</p> <p>15 September 2020</p> <p>REGISTERED</p>
