



**HSS Registered**

**Clinic Clerk**  
**Health Salaried Officers Agreement: Level G-2**  
**Position Number: 102631, 104429, 106215**  
**RPH Outpatients / Hospital Logistics and Acute Access Division (HoLAA)**  
**Royal Perth Bentley Group / East Metropolitan Health Service**

**Reporting Relationships**

RPBG Outpatient Manager  
 HSO Level G-10  
 Position Number: 603054



Outpatients Clerical Coordinator  
 HSO Level G-5  
 Position Number: 104345



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nil		

← Also reporting to this supervisor:

- Enquiries Clerk, HSO G-1/2, 1 FTE
- OPAC Clerks / HSO G-2, 3 FTE
- SRO Clerks/ HSO G-2, 4 FTE
- Clinic Clerk, HSO G-2, 40 FTE
- Relief Clerk, HSO G-2, 5 FTE

Total Staff= 52FTE

**Key Responsibilities**  
 Provides clerical services for outpatient clinics including reception duties, telephone interception and liaison duties.

## 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 makes 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.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

## Brief Summary of Duties (in order of importance)

### 1. Clerical Duties

- 1.1 Provides clerical services for outpatient clinics including reception duties, telephone interception and liaison duties.
- 1.2 Arranges new and review outpatient appointments using the appointment / outpatients module within the Patient Administration System (PAS) and booking diagnostic tests and procedures as required.
- 1.3 Maintains communication with senior nursing staff concerning matters relating to patients.
- 1.4 Liaises with Central Referral Centre to register or reactivate patient registrations. Maintains basic operation and accuracy of all data entered into the PAS.
- 1.5 Trains new and relief outpatient services clerks to the clerical requirements of the clinics.
- 1.6 Receives and returns medical records and laboratory results, arranges transport and orderly service for patients.

### 2. EMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Actively participates in the Peak Performance program.
- 2.3 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.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 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.

### 3. 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 hospital/health care environment
2. Good written and verbal communication skills.
3. Demonstrated ability to use computers and other applications.
4. Demonstrated ability to liaise effectively with the public, patients and all levels of staff.

#### Desirable Selection Criteria

1. Previous experience in clerical/reception duties.
2. Knowledge of medical record procedures and practices.
3. The ability to provide excellent customer service to all members of the public.
4. 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>Rebekah Shand</b>	<b>Signature</b>	<b>or</b>	<b>HE11711</b>	<b>13/10/2020</b>
<b>Manager / Supervisor Name</b>	<b>Signature</b>	<b>or</b>	<b>HE Number</b>	<b>Date</b>

Dept. / Division Head Name	Signature	or	HE Number	Date
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**As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.**

Occupant Name	Signature	or	HE Number	Date
Effective Date				

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

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