



North Metropolitan Health Service  
**Job Description Form**

**HSS REGISTERED**

## Outpatient Clerk

**Health Salaried Officers Agreement: G-2**

**Position Number: 007404**

**Division/Unit: Cancer Centre / Medical Specialties Division**

**Sir Charles Gairdner Osborne Park Health Care Group**

### Reporting Relationships

Outpatient Coordinator  
Award Level: HSO G-5  
Position Number: 008407



Outpatient Supervisor  
HSO Level G-3  
Position Number: 008408



**This Position**



Also reporting to this supervisor:

- Outpatient Clerk (Bookings) 3.0 FTE

Directly reporting to this position:

Title	Classification	FTE
NA		

Other positions under control

- NA

**Prime Function / Key Responsibilities:** Provide an effective and efficient outpatient clerical service ensuring a high standard of care and service to all service users for the designated department, centre or service. Responsible for front desk patient reception, clinic preparation, new and review appointment booking and outpatient letter processing. Required to maintain the completeness of medical records and associated documentation and to utilise the computerised information system to manage the patient's health record.

## Brief Summary of Duties

### 1. Administrative Requirements

- 1.1 Initiate, coordinate and process appointment bookings, cancellations, follow up and waitlist requests.
- 1.2 Arrange clinic appointments taking into consideration specific patient needs or departmental constraints.
- 1.3 Manage reception and telephone enquiries. Receive, redirect and screen telephone calls as required.
- 1.4 Process and classify outpatient information according to WA Health Non-Admitted Activity Recording and Reporting Policy.
- 1.5 Request, retrieve and track medical records as required. Distribute and file all relevant documentation for use within and outside the service.
- 1.6 Maintain and update patient details, including financial elections on the patient administration system.
- 1.7 Provide assistance to patients to verify and update relevant patient information.
- 1.8 Distribute clinic lists as required.
- 1.9 Assist in the training of new or relief clerical staff.
- 1.10 Attend regular meetings and provide input into future service requirements, relevant to role.
- 1.11 Arrange hospital transport, tests and book interpreters when necessary, under relevant guidance.
- 1.12 Process outpatient letters, as per agreed procedure.

### 2. Customer Care

- 2.1 Provides a high level of customer care to all service users.
- 2.2 Facilitates the requirements of any service users with special needs.
- 2.3 Demonstrates SCGOPHCG values

### 3. NMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Participates in an annual performance development review.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role
- 3.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### 4. Undertakes other duties as directed

## Work Related Requirements

### Essential Selection Criteria

1. Demonstrates an understanding of appointment scheduling and booking with attention to detail.
2. Relevant experience in a clerical support environment.
3. Effective organisational and time management skills with the ability to multi task.
4. Demonstrated computer literacy with accurate keyboard skills.
5. Ability to work effectively with minimal supervision and as part of a team.
6. Effective verbal/written communication and interpersonal skills.
7. Working knowledge of maintaining confidentiality.
8. Demonstrated customer service skills including listening and clarification skills as well as the ability to undertake subsequent action.

### Desirable Selection Criteria

1. Knowledge of computerised patient administration systems.
2. Knowledge of medical terminology.
3. Previous experience in a hospital or healthcare environment.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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.

Manager/Supervisor	Dept./Division Head	Position Occupant
Name: Signature/HE: Date:	Name: Alice Herring Signature/HE:52514 Date: January 2020	Name: Signature/HE: Date: