



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service – Midwest		Position No:	001157
Division:	Midwest	Title:	Clerk
Branch:	Gascoyne	Classification:	HSO Level G2
Section:	Exmouth Administration	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	<table border="1"> <tr><td>Title:</td><td>Clinical Nurse Manager - Remote</td></tr> <tr><td>Classification:</td><td>RN SRN 3</td></tr> <tr><td>Position No:</td><td>001930</td></tr> </table>	Title:	Clinical Nurse Manager - Remote	Classification:	RN SRN 3	Position No:	001930	<p>OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:</p> <table border="1"> <tr><td><u>Title</u></td></tr> </table>	<u>Title</u>
Title:	Clinical Nurse Manager - Remote								
Classification:	RN SRN 3								
Position No:	001930								
<u>Title</u>									
Responsible To	<table border="1"> <tr><td>Title:</td><td>Senior Clerk</td></tr> <tr><td>Classification:</td><td>HSO Level G3</td></tr> <tr><td>Position No:</td><td>001156</td></tr> </table>	Title:	Senior Clerk	Classification:	HSO Level G3	Position No:	001156		
Title:	Senior Clerk								
Classification:	HSO Level G3								
Position No:	001156								
This position	<table border="1"> <tr><td>Title:</td><td>Clerk</td></tr> <tr><td>Classification:</td><td>HSO Level G2</td></tr> <tr><td>Position No:</td><td>001157</td></tr> </table>	Title:	Clerk	Classification:	HSO Level G2	Position No:	001157		
Title:	Clerk								
Classification:	HSO Level G2								
Position No:	001157								

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

Section 3 – KEY RESPONSIBILITIES

Provides administrative and corporate services to the general practice and Exmouth Multi-Purpose Service environment. Provides patient data input, maintains data integrity and medical records. Operates telecommunications for the site including switchboard, text system. Provides receptionist duties as directed including typing, faxing and managing consumer enquiries

**WA Country Health Service
Midwest**

23 September 2021

REGISTERED

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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

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	Reception		
1.1	Organise GP patient appointments and booking system inclusive of SMS reminder system.		
1.2	Performs general reception duties for the facility.		
1.3	Maintenance of correspondence in out register and visitors register to the facility for security and fire purposes.		
1.4	Managers consumer enquiries and refers appropriately if out of scope of role.		
1.5	Manages incoming and outgoing calls operating switchboard.		
1.6	Collects Medicare details of attending customers ensuring appropriate accounting processes can be implemented.		
1.7	Responds immediately to all Emergencies and follow appropriate procedures.		
2.0	Medical Records		
2.1	Provides and manages medical records including filing and retrieval of records.		
2.2	Maintains medical records systems including tracing, filing, storage and destruction in compliance with Australian and Department standards with appropriate confidentiality of patient information.		
2.3	Creates new medical records as required to meet organisational needs.		
2.4	Pulling files for audits.		
2.5	Assist in separating and collating of patient discharges.		
3.0	Clerical		
3.1	Enters and retrieves data for inclusion in HDWA reporting as directed.		
3.2	Receives and provides PATS documentation for clients referring to designated staff for management.		
3.3	Submits maintenance requests to manage faults and equipment maintenance schedule.		
3.4	Medical typing including DNA letters and reports as directed.		
3.5	Assists with general office duties i.e. photocopying, faxing, and scanning.		
3.6	Prepares admission packs for facility as required.		
4.0	Quality		
4.1	Promotes a positive customer focus service throughout the service and community.		
4.2	Promotes and participates in health service continuing quality improvement programme.		
5.0	Other		
5.1	Participates in Performance management program.		
5.2	Maintains ongoing mandatory training and skills development.		
5.3	Participates in act up opportunities into senior position as required to meet organisational needs.		
5.4	Completes other duties as directed or required by senior staff.		

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 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 verbal communication, written and communication skills in customer service industry.
2. Demonstrated knowledge of computer hardware, software, and data entry and word processing skills.
3. Demonstrated knowledge, skills and understanding of working in a health care environment.
4. Demonstrated ability and organisational skills to manage workload in a complex environment as part of a team.
5. Eligible for / or in possession of a current C or C-A Class drivers licence.

DESIRABLE

1. Knowledge of health Information Technology applications.
2. Demonstrated commitment to quality improvement and standards in a health care environment.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Exmouth	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 • Evidence of a current C or C-A Class drivers licence Allowances <ul style="list-style-type: none"> • District allowance; air conditioning subsidy (if applicable); extra one week's leave north of 26° parallel; air travel concession 		
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:
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

