



HSS Registered

Clinic Clerk

Health Salaried Officers Agreement: Level G2

Position Number: 110590

Health Information Management Service

Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)

Reporting Relationships

Manager Patient Information Service
 Award Level: HSO Level G7
 Position Number: 005199



Clerical Coordinator – Mental Health
 Award Level: HSO Level G5
 Position Number: 603213



This Position



Directly reporting to this position:

Title	Classification	FTE
• NIL		



Also reporting to this supervisor:
 • Various Level G2

Key Responsibilities

Provides a comprehensive reception and administrative service to the patients and staff of the Mental health service.

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 make 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.

Brief Summary of Duties (in order of importance)

1. Reception and Clinic Duties

- 1.1 Provides a customer focussed reception service to the area. Receives visitors (i.e. patients, staff or members of the public) and phone calls and responds, informs or directs appropriately.
- 1.2 Maintains a diary, arranges and prioritises patient appointments in the computerised system.
- 1.3 Performs data entry as required into clinical information systems.
- 1.4 Maintains and utilises Patient Administration System/s for department to identify patients, updates information, creates and integrates medical records, and checks medical record locations.
- 1.5 Types medical documentation and correspondence as required.
- 1.6 Liaises with and facilitates administrative contact between department and patients, other departments and other health professionals. Liaise with patient service agencies (e.g. transport, translator) to ensure appropriate services available for patient.
- 1.7 Provides back up cover for other clerical positions.

2. Medical Records

- 2.1 Ensures the availability of the medical record by liaising with the relevant Medical Records Department/Service. Compiles, creates, updates and tracks medical records in the Patient Administration System daily as required.
- 2.2 File loose reports/notes, in accordance with Order of Filing to ensure medical records are current and complete.

3. Administrative

- 3.1 Order stationery as required.
- 3.2 Receive and distribute mail on a daily basis.
- 3.3 Photocopy and fax information as required.
- 3.4 Provide on the job training of new staff to this position.

4. Other

- 4.1 Ensure maintenance of patient confidentiality at all times.
- 4.2 Attend Team meetings as required.

5. EMHS Governance, Safety and Quality Requirements

- 5.1 Participates in the maintenance of a safe work environment.
- 5.2 Actively participates in the Peak Performance program.
- 5.3 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.
- 5.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5 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.

6. 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, reception or administrative experience.
2. Demonstrated interpersonal, verbal and written communication skills.
3. Demonstrated organisation and time management skills including the ability to prioritise workloads to meet timeframes with minimal supervision.
4. Demonstrated ability to work independently and collaboratively in a team setting.
5. Demonstrated ability to maintain confidentiality.
6. Accurate data processing/keyboard skills.

Desirable Selection Criteria

1. Previous experience with computerised Patient Information Systems (ie: WebPAS, TOPAS, PSOLIS).
2. Knowledge of medical record procedures and practices including knowledge of medical terminology.
3. 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.

..... Manager / Supervisor Name Signature	or HE Number Date
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..... 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				

HSS Registration Details (to be completed by HSS)

..... Created on Last Updated on October 2020
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