



North Metropolitan Health Service  
**Job Description Form**

**HSS REGISTERED**

**Relief Clerks**

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

**Position Number: 003840**

**HIMS Day Admission and Relief Services**

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

**Reporting Relationships**

Deputy Manager  
 Health Information Management Service  
 HSO Level G-7  
 Position Number: 000587



HIMS Day Admission and Relief Services  
 Coordinator  
 HSO Level G-5  
 Position Number: CG00459



**This Position**



← Also reporting to this supervisor:

- Admission Clerks – G-2
- Short Stay Unit Clerks – G-2

Directly reporting to this position:			Other positions under control
<b>Title</b>	<b>Classification</b>	<b>FTE</b>	Nil
Nil			

**Prime Function / Key Responsibilities**

Relieves clerical posts in Health Information Management Service during periods of leave, sickness or other absence.

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

This position works within a collaborative team environment also interacting with patients, family members and visitors, therefore customer service is a key element of the role. The position holder will be expected to be able to conduct many tasks simultaneously and be able to prioritise their daily workload to ensure tasks are completed.

### **Clerical**

1. Relieves clerical posts in Admission and Discharge Services, Release of Information Department, Central patient Index (CPI) and the Medical Record Department during periods of leave, sickness or other absence. This involves shift rotation, weekends and public holidays.
2. Receives, re-directs and provides assistance both to telephone callers and patients, staff and visitors attending wards / departments.
3. Document and registers patients attending wards / departments.
4. Arranges and performs admissions and discharges for patients.
5. Maintains and updates the computerised Patient Administration System.
6. Prepares and maintains patient medical records relating to admissions and discharges.
7. Maintains filing systems including the tracking of medical records.
8. Processes Release of Information requests.

### **NMHS Governance, Safety and Quality Requirements**

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

**Undertakes other duties as directed.**

## Work Related Requirements

### Essential Selection Criteria

1. Good communication skills both oral and written.
2. Demonstrated organisational skills.
3. Demonstrated clerical and reception experience in a hospital or healthcare environment.
4. Ability to adapt to a changing environment.
5. Effective interpersonal skills and ability to work effectively as part of a multidisciplinary team.
6. Basic keyboard skills

### Desirable Selection Criteria

1. Knowledge of computerised Patient Administration System / webPAS.
2. Understanding of appointment scheduling.
3. Knowledge of medical terminology.
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

Rachael Rankine  
HE: 27061  
4 October 2021

### Dept./Division Head

Frances Harrison  
HE: 50987  
4 October 2021

### Position Occupant

Name:

Signature/HE:

Date: