



Job Description Form



GOLDFIELDS

Landscape Photos: Tourism Western Australia

Position Title

Position number: 601117

Regional Patient Assisted Travel Scheme (PATS) Officer

Regional Overview

The Goldfields region of the WA Country Health Service covers the Goldfields-Esperance Region of Western Australia. The region is located in the south eastern corner of Western Australia and covers 770,488 sq km (including offshore islands). The WA Country Health Service Goldfields consists of two main health campuses located in Kalgoorlie & Esperance, and three smaller hospitals located in Laverton, Leonora and Norseman. The Goldfields is a culturally rich region with a number of Aboriginal communities spread out across the region, 16 distinct Aboriginal language groups and an Aboriginal population that represents 12.3 per cent of our total population, with 1 in 10 people, on average, identifying as Aboriginal – this in comparison to the state average of 3.6 per cent. The region supports a wide range of industry, including mining, agriculture, aquaculture and tourism. Mining is the predominant sector in the central and northern parts of the region, with a well-established agricultural sector in the south.

About the WA Country Health Service

Our Strategic Priorities



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 improve care.

Our Vision

To be a global leader in rural and remote healthcare.

Our Mission

To deliver and advance high quality care for country WA communities.

Position Title: Regional Patient Assisted Travel Scheme (PATS) Officer	Position Number: 601117	Classification: HSO Level G3
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Directorate Overview

This portfolio is responsible for services at Kalgoorlie Hospital. Services include: medical, surgical, emergency, inpatient/outpatient, ambulatory, midwifery, patient support (including travel assistance), chemotherapy, visiting specialist clinics, along with the associated administrative/safety, quality and risk management services.

Our Directorate actively supports and encourages diversity and inclusion across all occupational groups through the development and implementation of initiatives aimed at accessing and improving employment and mentoring opportunities for all people. Our strategies are located at www.wacountry.health.wa.gov.au

Position Details

Position Number:	601117	Registration Date:	December 2021
Classification:	HSO Level G3	Location:	Kalgoorlie
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Regional		

Position Overview

Client liaison, administration of applications and assessment of claims in accordance with PATS policy and guidelines.

Reporting Relationships

Responsible to:

607939: Operations Manager



This position:

601117: Regional Patient Assisted Travel Scheme (PATS) Officer
HSO Level G3



Positions under direct supervision:



Other positions reporting to this position:

601029: Administration Assistant
601073: Nursing Coordinator - Ambulatory
601074: Nursing coordinator - Inpatient
601112: Business Manager
601150: Chief Medical Imaging Technologist
601574: Coordinator Patient Support Services
601576: Coordinator Hotel Services
615743: Director Medical Services



Key Duties/Responsibilities

1. GENERAL DUTIES

- 1.1. Determine eligibility for assistance and approve claims under the PATS scheme, including assessment of patient hardship and the need for immediate assistance.
- 1.2. Assist clients through an education process to understand the PATS scheme including administration requirements, obligation to lodge claims, level of assistance, eligible specialists, time frames, provision of receipts, eligibility for escort and other obligations in accordance with the PATS policies and guidelines.
- 1.3. Ensure quality assurance for completeness and accuracy for submitted forms.
- 1.4. Liaise with referring practitioners and specialists to resolve any queries in relation to referral forms received and specialist appointments attended.
- 1.5. Liaise with specialist centres, Social Workers and Discharge Coordinators to assist clients with travel and accommodation bookings on discharge from hospital.
- 1.6. Refer all unclear or contentious PATS issues to the Operations Manager who may escalate it to the Regional Director for advice and resolution.
- 1.7. Process reimbursements for claims approved for travel assistance.
- 1.8. Follow up outstanding approved claims to ensure specialists forms are received and ensure that clients have attended specialist appointments.
- 1.9. Record all approved claims in the PATS database and software files, store and dispose all completed claim forms in accordance with PATS Policies and Guidelines and the Treasurer's instructions.
- 1.10. Assist clients, where necessary, with making their travel arrangements including bookings for commercial accommodation and bus fares.

2. OTHER

- 2.1. Assist with training and review of PATS processes within the Goldfields Region.
- 2.2. Perform other duties in accordance with the key responsibilities as directed by the Manager.



Work Related Requirements

The following criteria are to be read together with the Brief Summary of Duties and considered in the context of the WACHS Values.

Essential

1. Demonstrated customer service skills.
2. Demonstrated experience understanding and interpreting guidelines.
3. Demonstration organisational skills and ability to self-direct work.
4. Demonstrated problem solving abilities and conflict resolution skills.
5. Well-developed oral and written communication skills.
6. Well-developed level computer skills including Microsoft Office applications.

Desirable

1. Knowledge of policies and procedures associated with the Patient Assisted Travel Scheme.
2. Knowledge of the geography and transport infrastructure in Perth and the Goldfields region.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Pre-requisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Health Assessment
- Successful WA Health Integrity Check

WA Country Health Service –
GOLDFIELDS

1 December 2021

REGISTERED
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