



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	300034
Division:	Pilbara	Title:	Telephonist
Branch:	Hedland Health Campus	Classification:	HSO Level G-1/2
Section:	Medical Records	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title:	Business Manager
	Classification:	HSO Level G-7
	Position No:	608065

Responsible To	Title:	Health Information Manager
	Classification:	HSO Level G-5
	Position No:	300014

This position	Title:	Telephonist
	Classification:	HSO Level G-1/2
	Position No:	300034

OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<u>Title</u>
Ward Clerks
Medical Record Clerks
Health Information Officer
Relief Medical Record Clerks
Secretary Medical Services



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

Section 3 – KEY RESPONSIBILITIES

Provides an efficient customer service role in managing incoming telephone queries. Provides a front-line service to the clients of the hospital and receives and processes all direct/indirect admissions/discharges for the ward.

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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 videoconferencing.

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 improve care.

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	TELEPHONE AND PAGING		
1.1	Answers switchboard and directs calls to appropriate areas, and personnel.		
1.2	Pages for emergencies:		
2.0	RECORDING		
2.1	Maintains up to date list of inpatients ensuring daily flow-on sheet has correct documentation for follow on shift		
2.2	Maintains up to date list of on-call personnel – cross checking with daily rosters		
2.3	Maintains up to date list of all hospital personnel.		
3.0	MEDICAL RECORD SPECIFIC DUTIES		
3.1	Retrieve Medical Records for Emergency, Inpatient, Outpatient and Surgical attendances		
3.2	Track Medical Record location using Patient Information System		
3.3	File away Medical Records in main storage, and Secondary Record storage areas		
3.4	Input and retrieve patient record information using the site specific Patient Information system, including movements related to episodes of care changes.		
2.5	Accept all relevant patient reports, laboratory test results, correspondence, referrals and x-rays for doctor's rounds, theatre procedures, clinical meetings and emergencies		
2.6	Maintains an accurate filing system according to Medical Record procedures		
2.7	Archive Medical Records in accordance with Hospital policies and procedures		
2.8	Maintains an accurate filing system according to Medical Record procedures		
4.0	GENERAL CLERICAL DUTIES		
4.1	Provides relief to the Emergency Ward Clerk		
4.2	Responsible for implementation of relevant clerical procedures.		
4.3	Receives patients to the ward, allocates bed in conjunction with Bed Allocations, and ensures patient data is complete and correct. Updates and maintains Patient Administration System for the ward.		
4.4	Receives/ admits/ processes patient attendance on Patient Information System. Produce labels/ forms etc. as required. Prepares and maintains patients' medical records		
4.5	Provides a reception service to the ward area. Receives visitors (i.e. patients' staff or members of the public) and phone calls and responds, informs or directs appropriately.		
4.6	Liaises with patient service agencies, e.g. Transport, Interpreter etc to ensure appropriate services for patient		
5.0	OTHER		
5.1	Performs other duties as directed.		

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 Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.

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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrate high level of communication skills with a commitment to confidentiality.
2. Good interpersonal skills and ability to deal with people under stress.
3. Highly developed organisational and time management skills.
4. Demonstrated experience in the use of Keyboards / computerised systems experience.
5. Sound understanding and appreciation of cultural issues.
6. Demonstrated ability to work effectively autonomously and in a team environment.

DESIRABLE

1. Previous experience working within the health industry.
2. Previous experience with a Corporate PABX system
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Hedland Health Campus	Accommodation	As determined by WA County Health Service (WACHS) 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 • Successful Working with Children Check • Successful Aged Care Criminal Record Clearance • Evidence of a current C or C-A Class drivers' licence 		
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:
Executive Services

Signature and Date: ____/____/____
Chief Executive Officer

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