



HSS REGISTERED

Switchboard Operator

Position Details

Position Number: **006267, 006268**
Classification: **Level G-1/2**
Agreement: **Health Salaried Officers Agreement**
Directorate: **Operational Support Services**
Department: **Switchboard Service**
Location: **North Metropolitan Health Service**

Reporting Relationships

This position reports to:

000274	Supervisor Switchboard	Level G-3
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Primary Purpose of the Role

Operates the centralised switchboard systems for North Metropolitan Health Service providing efficient and effective communications between hospital departments as well as outside agencies and the general public.



Vision

A trusted partner, delivering excellent health care for our people and our communities.

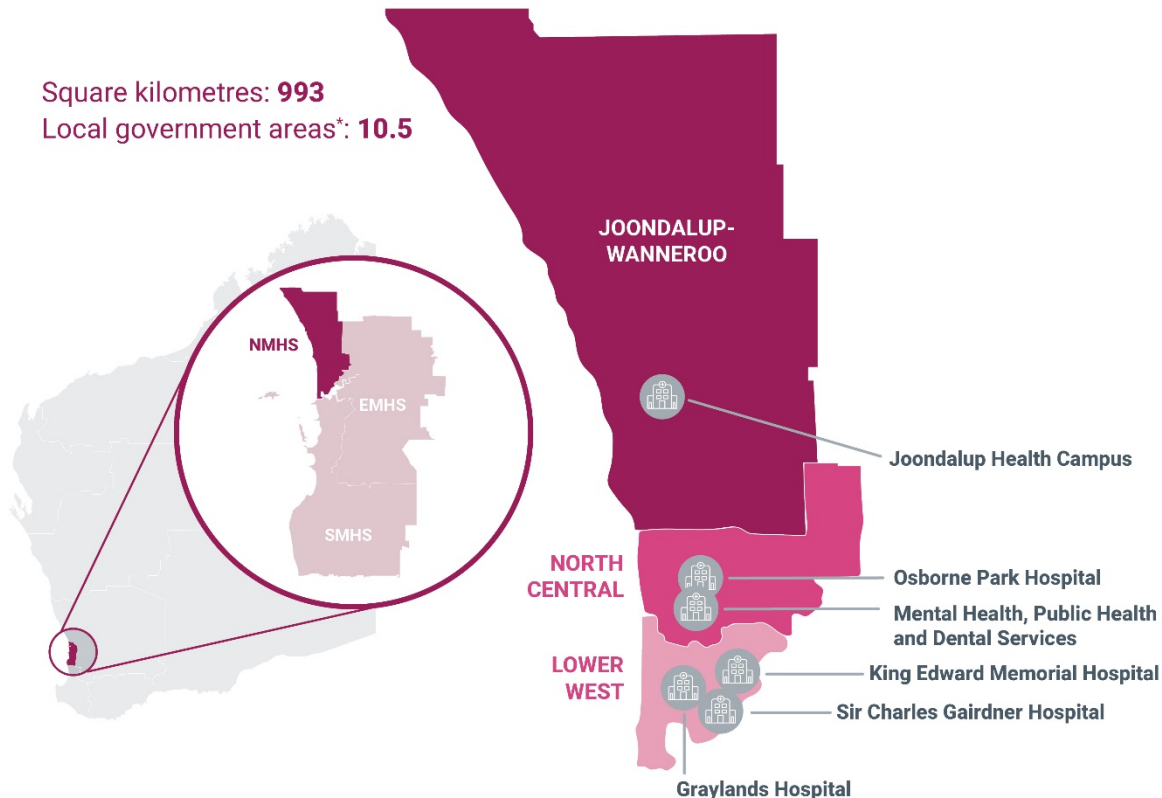


Mission

To promote and improve the health of our people and our communities.



Square kilometres: **993**
Local government areas*: **10.5**



North Metropolitan Health Service

Since our establishment in 2016, NMHS has embraced best practice to deliver improved clinical outcomes in the face of rising challenges for all healthcare providers. With a budget of \$2.16 billion and 8,917 full-time equivalent (FTE) staff, we serve a population of 736,907 people (about 28% of Western Australia’s total population) within a catchment area of almost 1,000 square kilometres. The population we serve is projected to increase by 17% between 2021 and 2031, and the number aged 65 years and older will increase by 41% over the same period. NMHS provides a comprehensive range of adult specialist medical, surgical, mental health and obstetric services in WA, delivered across three tertiary hospitals and two secondary hospitals, all fully accredited. NMHS oversees the provision of contracted public health care from Joondalup Health Campus operated under a public-private partnership. A range of statewide, highly specialised multidisciplinary services is offered from several NMHS hospital and clinic sites.



Our values



Care

We show empathy, kindness and compassion to all.



Respect

We are inclusive of others and treat everyone with courtesy and dignity.



Innovation

We strive for excellence and are courageous when exploring possibilities for our future.



Teamwork

We work together as one team in a spirit of trust and cooperation.



Integrity

We are honest and accountable and deliver as promised.

Please refer to [NMHS Values – Organisational/Individual Behaviours](#) for information on individual behaviours that reflect the organisation's values.

Our strategic priorities

We are focussing on six strategic priorities for the 2020-2025 period:

 Enabling healthy communities We build healthy and engaged communities	 People-centred care We will place our consumers' and their carers' best interests and experience at the core of all we do
 Integration and connection We will build strong connections and partnerships	 Innovation and adaptive models of care We will use research and technology to improve outcomes
 Trusted, engaged and capable people We will invest in our people and our culture	 Sustainable and reliable We will reduce harm, waste and unwarranted variation



Key Accountabilities

1. Communication Services and Systems

- 1.1 Provides a Communication Service and maintains the daily operation of telephony, paging and public announcement systems in accordance with joint hospital policies.
- 1.2 Provides a 24-hour communications service for the customers, personnel and other site tenants of the QEII MC, Sir Charles Gairdner Hospital (SCGH), Perth Children's Hospital (PCH) King Edward Memorial Hospital (KEMH), Graylands Hospital (GH) and Osborne Park Hospital (OPH).
- 1.3 Liaises with employees from NMHS to ensure all contact information is correct to enable efficient and effective communication.
- 1.4 Maintains and updates information on computerised phone directory and paging system for all staff.
- 1.5 Compiles and maintains medical and other rosters for NMHS.
- 1.6 Maintains information pertaining to medical staff availability to ensure it is accurate and current.
- 1.7 Screens all calls to clinics, wards and emergency departments as appropriate.
- 1.8 Inducts and trains new operators.

2. Emergency Medical and Other Services

- 2.1 Participates in reviewing / updating Emergency Procedures and updates systems accordingly.
- 2.2 Responds to alarms and technical faults and maintains communication during emergency situations.
- 2.3 Ensures that confidentiality is always maintained.
- 2.4 Actively participates in continuous improvement activities and applies quality improvement principles to all duties performed.
- 2.5 Contributes towards the delivery of customer focused service.
- 2.6 Records trauma calls and advises appropriate staff as per established protocol.
- 2.7 Coordinates communications with emergency medical helicopters landing at the QEII site.
- 2.8 Alerts hospital staff, Emergency Response Teams and external emergency services for all emergencies that occur on site as per established protocols for code red, blue, yellow, brown, purple and black.
- 2.9 Records the time changes and daily movements of medical staff.
- 2.10 Records and maintains departmental diary and complaints book.



3. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

3.1 Reflect the NMHS values in the way you work, behave and make decisions.

4. NMHS Governance, Safety and Quality Requirements

4.1 Participates in the maintenance of a safe work environment.

4.2 Participates in an annual performance development review.

4.3 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.

4.4 Completes mandatory training (including safety and quality training) as relevant to role.

4.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.

4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.



Work Related Requirements

The following criteria should be considered in the context of the NMHS Vision, Mission and Values.

Essential Selection Criteria

1. Good written and verbal communications skills.
2. Ability to work effectively as part of a team.
3. Demonstrated Computer/Keyboard skills.

Desirable Selection Criteria

1. Previous experience operating large private automatic branch exchange (PABX) and paging systems.
2. Ability to manage difficult or unexpected situations.
3. 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

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date:

Last Updated on September 2022

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