



HSS Registered

**Bookings/Waitlist Clerk**  
**Health Salaried Officers Agreement: Level G2**  
**Position Number: 006111**  
**Patient Information Service**  
**Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)**

**Reporting Relationships**

Nurse Coordinator Surgical  
RN SRN Level 7  
Position Number: 006129



Clinical Nurse Manager – Patient Flow  
RN SRN Level 3  
Position Number: 115195



**This Position**



Directly reporting to this position:

Title	Classification	FTE
• Nil		

Also reporting to this supervisor:  
• Various

**Key Responsibilities**  
 Receive and process all requests for admission/inclusion on Waitlist, ensuring accurate and up to date surgical waitlist for the clients of Armadale Kalamunda Group.

## 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. Waitlist Functions

- 1.1 Receive and process all requests for Admission/Inclusion on Waitlist and complete data entry Patient Information System.
- 1.2 Ensure waitlist data is accurate and complete. Follow up with surgeons, theatre staff, patients and other relevant personnel as required.
- 1.3 Initiate typed and telephoned communication to patients and their GP's in regards to Waitlist notification.
- 1.4 Maintain medical records and filing systems.
- 1.5 Generate waitlist reports, review data and follow up with relevant personnel as required.

### 2. Other

- 2.1 Perform audits and quality activities on the Elective Surgical and Endoscopy waiting lists.
- 2.2 Maintain patient confidentiality at all times.
- 2.3 Assist in training of new clerical staff members to the position.
- 2.4 General office duties including filing, typing and photocopying.
- 2.5 Participate in team activities.

### 3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 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.

### 4. 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 experience.
2. Demonstrated interpersonal, verbal and written communication skills.
3. Demonstrated organisational and time management skills, including the ability to organise and prioritise workloads to meet timeframes.
4. Demonstrated ability to work with minimal supervision and in a team environment.
5. Demonstrated ability to maintain confidentiality.
6. Proficient keyboard skills enabling accurate data entry, work processing and spreadsheet use.

#### Desirable Selection Criteria

1. Previous experience in the use of Patient Information Systems (ie WEBPAS).
2. 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
Dept. / Division Head Name	Signature or	HE Number	Date

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
	February 2020