



Job Description Form



SOUTH WEST

Landscape Photos: Tourism Western Australia

Position Title

Position number: 611557

Receptionist Clerk

Regional Profile

The South West is located in the southern-western corner of Australia and covers an area of nearly 24,000 square kilometres. It is Western Australia's most popular tourist destination and has unique biodiversity and a rich natural environment. The Regional Health Service offers two (2) main health facilities at Bunbury and Busselton. The Health Service is also widely supported with a network of smaller hospitals and Multi-Purpose Service (MPS) sites at: Augusta, Boyup Brook, Bridgtown, Collie, Donnybrook, Harvey, Margaret River, Nannup, Northcliffe, Pemberton and Warren.

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.

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Directorate overview

The Coastal region in the Southwest has three hospitals including Busselton, Margaret River and the Augusta MPS which service all the local communities from Busselton through to Augusta. Busselton Health Campus is the largest of the services and provides support to the smaller sites with maternity, rehabilitation, medical imaging, PathWest and elective surgery available on site. Allied Health is also available at each site and supported from Busselton. All sites provide emergency department services, with the smaller sites supported with the Emergency Telehealth Service (ETS) as required.

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

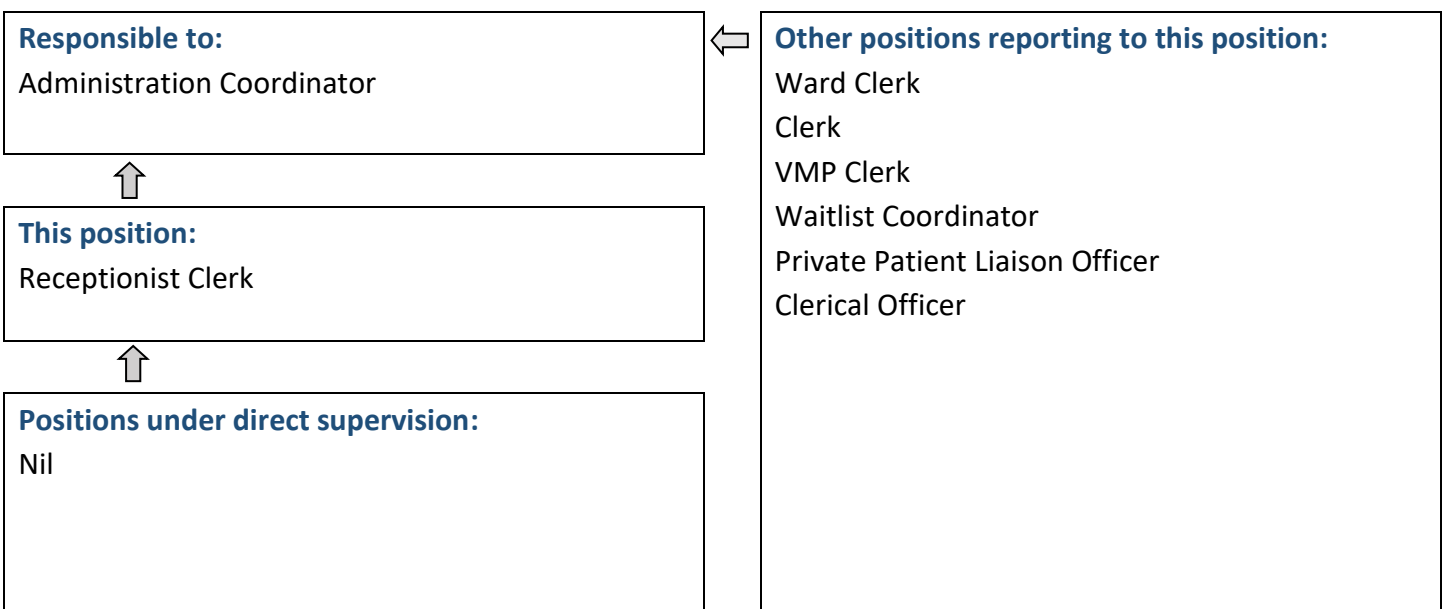
Position Details

Position Number:	611557	Registration Date:	February 2022
Classification:	HSO Level G-2	Location:	Various South West sites
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Regional		

Position Overview

Provides customer reception services and administrative support to assigned departments at designated site. The Receptionist Clerk will, as a multidisciplinary team member, provide general support to staff as directed by the Administrative Assistant / Team Leader. Duties will cover administration, clerical and internal and external communication to the unit. Patient administration services are an integral part of the site service delivery.

Reporting Relationships



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Key Duties/Responsibilities

Administration / Reception

1. Prepares and maintains patient records as per WACHS-SW Policies & Guidelines.
2. Maintains archived register and confidentiality of all patient information.
3. Assists in maintenance of relevant electronic systems supporting the patient's journey from presentation /outpatient appointments / admission / placement on waiting list, to discharge.
4. Maintains switchboard services, paging unit and is the Communications Officer in the event of a "55" Emergency Calls as per WACHS-SW Policy and Procedures.
5. Assists in the management of all internal and external communications to assigned Ward / Department.
6. Enters information into patient information data base and generates and distributes reports as required.
7. Performs general typing, word –processing and clerical duties as required.
8. Acts as a receptionist to the assigned Site / Ward / Department, attending to internal and external customer enquiries, making appointments or directing them to the appropriate area or providing information as required.
9. Maintains stationery and other supplies to Site / Ward / Department.
10. Participates in staff education / orientation.
11. Initiates procedures for alerting Health Service staff and Emergency Services of emergency situations in accordance with WACHS-SW policy and procedures.
12. Participates in annual Employee Development activities.
13. Participates as an active team member in the Safety and Quality process.
14. Arranges safekeeping of patient private property as per policy.
15. Manages internal and external mail distribution as per WACHS – South West guidelines.
16. Complies with WACHS-SW policies and protocols.

Other

17. Performs other duties as designated by the Administrative Coordinator.
18. Relieves other equivalent positions within designated site as required.



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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 effective interpersonal and communication skills, both verbal and written.
2. Demonstrated digital capability to enable access and use of available technology for safe patient care and information availability
3. Demonstrated sound keyboard skills and experience in accurate data entry and retrieval of data.
4. Demonstrated organisational, time management and problem solving skills.
5. Demonstrated ability to work unsupervised and in a team environment.
6. Demonstrated knowledge of medical records procedures and practices.
7. Eligible for / or in possession of a current C or C-A Class drivers licence.

Desirable

1. Previous clerical experience in a health care environment.
2. Knowledge of Health Information computing system.
3. Current knowledge of 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.
- Successful Working With Children Check – *if essential to location of employment*
- Successful Aged Care Criminal Record Clearance – *if essential to location of employment (MPS sites).*
- Evidence of a current C or C-A Class driver's licence.
- Ability to travel within the region as required including occasional overnight stays.

**WA Country Health Service
South West**

22 February 2022

REGISTERED

