



Job Description Form



WHEATBELT

Landscape Photos: Tourism Western Australia

Position Title

Position number: 007024

Clerical Officer

Regional Overview

The WACHS Wheatbelt region extends from the Turquoise Coast to Southern Cross to the Darling Scarp to the regional towns of Wagin and Lake Grace. The Wheatbelt is a region of enormous opportunity, with a close proximity to metropolitan areas, rich diverse cultural heritage and growing development and innovation. Health services currently available to the Wheatbelt community include emergency care and retrieval, acute and sub-acute inpatient care, aged care, mental health and population and community health.

With four integrated district hospitals (Narrogin, Northam, Merredin and Moora), 18 small hospitals and 17 health centres/ nursing posts and clinics, you will find a strong sense of community, exciting lifestyle and career opportunities. WACHS Wheatbelt is a great place to live, work and explore!

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.

Directorate Overview

The Southern Wheatbelt Region has communities that form a spoke network with Narrogin; this district includes: Boddington, Corrigin, Dumbleyung, Kondinin, Kukerin, Kulin, Lake Grace, Pingelly, Wagin, Williams and Wickiepin. Across the district a multi-purpose model is offered that provides comprehensive health services to our communities.

Position Details

Position Number:	007024	Registration Date:	2 Novemberber 2021
Classification:	HSO Level G2	Location:	Narrogin
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Southern Wheatbelt		

Position Overview

This role is responsible for completing duties within Reception, Admissions, Emergency, PATS, Medical Records and clerical assistance to the Clerical Team.

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.

Reporting Relationships

Responsible to:

Administration Coordinator
HSO Level G4
616517



This position:

Clerical Officer
HSO Level G2
007024



Positions under direct supervision:

Nil



Other positions reporting to this position:

Inpatient/Outpatient Clerk HSO Level G2
Ward Clerk HSO Level G2
Customer Service Officer HSO Level G2
Accounts Clerk HSO Level G2
Customer Service Officer Casual HSO Level G2
Clerical Officer HSO Level G2
Administrative Assistant HSO Level G2



Key Duties/Responsibilities

1. Reception/Admission/Emergency Department

- 1.1. Provides general reception service for the Narrogin Health Service including switchboard duties.
- 1.2. Monitors alarms - cardiac arrest, fire board and pharmacy.
- 1.3. Operates internal paging system.
- 1.4. Create, compile and maintain patient information and Medical Records in the patient management system (webPAS) including but not limited to pathology, medical imaging report and other loose documents received after discharge; ensuring correct order of documentation as per Australia Standard 2828 – Paper-based health care records.
- 1.5. Responsible for archiving records in accordance with WACHS Policy and Standards including retrieving, returning, recording in appropriate systems, retaining and disposing and labelling.
- 1.6. Undertakes Initial bookings of elective surgical patients and updates patient admission & pre-admission booking details on webPAS
- 1.7. Completes all admissions of patients when Ward Clerk unavailable.
- 1.8. Performs MR5 patient data entry into webPAS and files in patients' notes.
- 1.9. Processes PATS claims as required.
- 1.10. Attends to general office duties as required by District Business Manager.
- 1.11. Updates and Manages internal phone directory and Paging list.
- 1.12. Co-ordinates Inpatient Movement Discharged Report for private GP surgeries as required.
- 1.13. Prepares patient pre-admission & pre-anaesthetic packs.
- 1.14. Generate ED Incomplete report and action as required.
- 1.15. Utilises equipment and orders stores/stationery cost-effectively.
- 1.16. Receives payments for patient's services and co-ordinates & reconciles banking.
- 1.17. Attends to staff, boarder, support person and carer meal ticket sales.
- 1.18. Participates in hospital meetings as required.

2. Other

- 2.1. Works effectively as a team member.
- 2.2. Participates in Performance Development and education as required.
- 2.3. Actively participates in Quality management programmes in accordance with ACHS
- 2.4. Other duties as directed



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. Previous receptionist and clerical or office based experience
2. Well developed communication skills - written and verbal and interpersonal.
3. Sound problem solving and analytical skills.
4. Sound time management and organisation skills.
5. Ability to work with minimal supervision and within a teamwork environment.
6. Sound computer skills.

Desirable

1. Previous experience working in a hospital based clerical and administrative environment.
2. Knowledge of Medical terminology.
3. Current knowledge and commitment to Equal Opportunity, Disability Services and Occupational Safety and Health 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
- Successful Aged Care Criminal Record Clearance

**WA Country Health Service
Wheatbelt**

2 November 2021

REGISTERED

