



Job Description Form



GOLDFIELDS

Landscape Photos: Tourism Western Australia

Position Title

Position number: 601894

Customer Service Officer

Regional Overview

The Goldfields region of the WA Country Health Service covers the Goldfields-Esperance Region of Western Australia. The region is located in the south eastern corner of Western Australia and covers 770,488 sq km (including offshore islands). The WA Country Health Service Goldfields consists of two main health campuses located in Kalgoorlie & Esperance, and three smaller hospitals located in Laverton, Leonora and Norseman. The Goldfields is a culturally rich region with a number of Aboriginal communities spread out across the region, 16 distinct Aboriginal language groups and an Aboriginal population that represents 12.3 per cent of our total population, with 1 in 10 people, on average, identifying as Aboriginal – this in comparison to the state average of 3.6 per cent. The region supports a wide range of industry, including mining, agriculture, aquaculture and tourism. Mining is the predominant sector in the central and northern parts of the region, with a well-established agricultural sector in the south.

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

This portfolio is responsible for services at both Esperance and Norseman. Services include: medical, surgical, emergency, inpatient/outpatient, ambulatory, patient support (including travel assistance), chemotherapy, dental services, along with the associated administrative/safety, quality and risk management services.

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

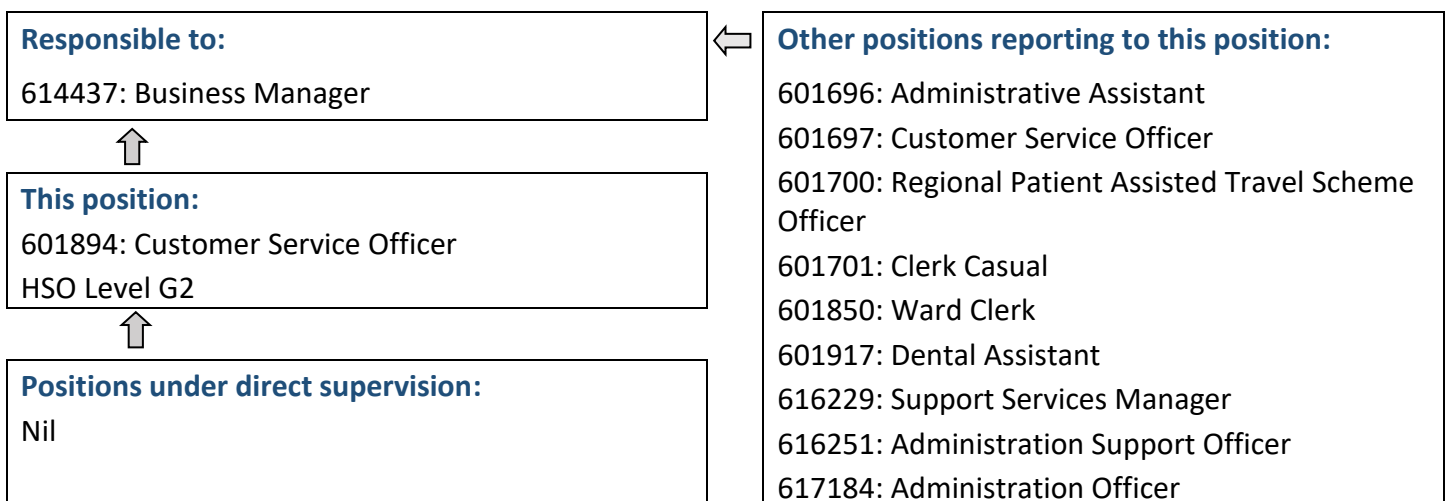
Position Details

Position Number:	601894	Registration Date:	September 2024
Classification:	HSO Level G2	Location:	Esperance
Award / Agreement:	Health Salaried Officers Agreement		
Organisational Context:	Regional		

Position Overview

Provide an effective and efficient switchboard, clerical and general administrative service to the external and internal clients, and staff of Esperance Health Campus.

Reporting Relationships



Key Duties/Responsibilities

1. SWITCHBOARD AND RECEPTION

- 1.1. Operates switchboard system and paging system.
- 1.2. Attends to general reception enquiries/duties.
- 1.3. Maintains staff message bank.

2. PATIENT SERVICES

- 2.1. Performs all functions of admission and discharge processes (after Ward Clerk hours).
- 2.2. Updates computer medical records from ED notes.
- 2.3. Performs daily patient balance and associated accounting processes. (Weekends and Public Holidays).
- 2.4. File medical records as required.

3. ADMINISTRATION AND GENERAL

- 3.1. Acts as cashier/collector of public monies.
- 3.2. Maintains work flow to other Customer Service Officers.
- 3.3. Training new staff as required.
- 3.4. Maintains knowledge of PATS in order to provide short term relief cover for PATS Clerk breaks.
- 3.5. Completes word processing/spreadsheet tasks as required.
- 3.6. Participate and assist in Quality Improvement activities as required.
- 3.7. Performs other general office duties as required.



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 high standard of communication and interpersonal skills.
2. Clerical work experience demonstrating sound knowledge of general administration procedures including filing, phones and reception.
3. Sound keyboard/typing skills and previous work experience in computerised information management systems.
4. Commitment to maintaining highest levels of confidentiality.
5. Ability to work as part of a team with minimal supervision.
6. Demonstrated time management and organisational skills.

Desirable

1. Current knowledge and commitment to Equal Opportunity, Disability Services and Work Health and Safety 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

WA Country Health Service –
GOLDFIELDS

30 September 2024

REGISTERED
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