

Position Title: Patient Transport Coordinator

Campus: Ballarat

Directorate: Operations

Department: Ambulatory Care

Reporting to: Wellness Centre and Pastoral Care manager

Appointment Terms/Conditions:

Classification and Code: HS1 – Administration

Enterprise Agreement: Health and Allied Services Administrative Workers

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Ballarat Regional Integrated Cancer Centre (BRICC) provides transport for patients without an alternative means for essential reviews and treatments. This transport is provided by a team of volunteer drivers, coordinated out of the Ballarat Regional Integrated Cancer Centre.

The role of the Patient Transport Coordinator is to organise, coordinate and provide support for the volunteer driving service for the many departments within BRICC.

KEY ACCOUNTABILITIES

- Comprehensive coordination and delivery of volunteer transport services
- Process patient requests for transport
- Liaise with Administrative staff from Day Procedure Unit Oncology, Specialist Outpatient Clinics Oncology, BAROC, and also Oncology Social workers.
- Liaise with patients regarding the transport services and its requirements
- Liaise with volunteer drivers regarding availabilities and driving lists
- Data entry of transport questionnaires, and notes on patient files
- Short notice driving Assist with booking and filling staff shifts as required
- Take reasonable care for your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the department's occupational health and safety (OHS) policies and procedures.

KEY SELECTION CRITERIA

Technical/Professional Knowledge and Skills

- Demonstrated experience in an organisational administrative position
- Excellent written and verbal communication skills, including the ability to respond to telephone enquiries and communicate with a range of staff and members of the public
- Demonstrated ability to plan workflows, prioritise responsibilities, and delegate tasks to meet deadlines.
- Highly developed word processing skills, strong knowledge of the Microsoft Office suite (with a particular emphasis on MS word). demonstrated knowledge of computer software products more generally, and their application.
- Familiarity with confidentiality and privacy legislation

Personal attributes

- Empathetic & Compassionate - demonstrate compassion toward patients undergoing stressful treatment, aiming to provide reliable, dignified, and supportive transport services
- Flexible & Adaptable—able to adjust swiftly to schedule changes and logistical demands
- Ability to work independently
- Excellent time management skills and the ability to prioritise

Interpersonal skills

- Culturally Respectful and Inclusive, sensitive to diverse patient needs
- Excellent communication and interpersonal skills with the ability to develop and maintain effective working relationships quickly with members of the general public and external to the organization.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.