

Position Title: Personal Services Clerk – Early Parenting Centre

Campus: Ballarat

Directorate: Primary and Community Care

Department: Early Parenting Centre

Reporting to: Senior Data and Administration Coordinator and the Nurse Unit Manager

Appointment Terms/Conditions:

Classification and Code: HS 1/2 (depending on experience)

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

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.

Grampians Health Early Parenting Centre (GEPC)

Grampians Health will deliver a day stay and residential (home stay) service in a new purpose-built Early Parenting Centre in Lucas, Ballarat Victoria.

Early Parenting Centres are dedicated facilities to support mothers, fathers, parents, carers, families, and their children up to four years of age. Grampians Early Parenting Centre delivers a suite of core services through a nurse-led multidisciplinary care team.

Part time opportunities available with flexible hours considered to suit the needs of the service.

High quality and safe GEPC service delivery is best achieved through a workforce built on a:

- strong nursing leadership team, including Maternal and Child Health (MCH) Nurses, that provides leadership and clinical oversight and support for the multidisciplinary clinical team; and
- collaborative multidisciplinary team. The service will provide flexible targeted services including group sessions, day and overnight program, outreach and telehealth targeted to enhance the parent-child relationship and support parents with strategies to achieve their parenting goals.

POSITION PURPOSE

This position is responsible for processing admission and discharges at Grampians Health Ballarat Early Parenting Center. It includes reception, patient registration, capture of patient movements and supporting the patient journey administratively.

KEY ACCOUNTABILITIES

Professional Practice

- Provide a professional, patient centric approach to service delivery.
- Manage the administration of a patient's episode of care from outpatient attendance to inpatient admission and discharge
- Adhere to relevant departmental and organisational policies, procedures and processes
- Demonstrate the ability to manage and prioritise multiple tasks and adapt to changing needs appropriately.
- Process enquiries and telephone requests ensuring appropriate action in a timely manner
- Other duties as may be necessary and delegated by senior staff

Data Integrity

- Accurate and efficient input of patient information into IBA webPAS including confirming/updating all demographic data on presentation.
- Real time capture of patient movements including, admission, transfer, discharge.

Information Management

- Maintain strict patient confidentiality in all aspects of your work, complying with GH Privacy Policy.
- Competency in the use of hospital systems including IBA, BOSSnet and the suite of Microsoft Office.

Communication/Team Work

- Develop and maintain excellent working relationships with colleagues
- Maintain a flexible, inclusive and team-oriented approach
- Liaise with all areas of the organisation in a positive manner
- Participate in the roster and all tasks associated with this roster

Quality Improvement

- Demonstrate a commitment to improving knowledge and skills in relation to the role
- Identify opportunities for improvement and participate in improvement activities

Performance Development Review

A review is performed at 3 months from commencement of position, then annually

Flexibility to accept additional shifts to cover unplanned and planned leave

KEY SELECTION CRITERIA

Qualifications and experience

Mandatory

- Excellent customer service skills
- A team player, able to provide support and encouragement to peers
- Ability to adapt to change and embrace new opportunities
- High level computer skills, accurate data entry and demonstrated proficiency in the use of a variety of computer applications
- Minimum 40 WPM keyboard ability

Desirable

- Previous experience in a hospital setting and/or similar role
- Previous experience of data capture and taking minutes of meetings and setting agendas

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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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.

Organisational Requirements

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- 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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
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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