

Position Title: Booking Office Clerk

Campus: Ballarat

Directorate: Acute Operations

Department: The Booking Office

Reporting to: Surgical Services Administration Assistant

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1 (HS1)

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

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 position has responsibility to ensure accurate and timely completion of administrative functions, which plays a vital role in ensuring the efficient operation of the Booking Office. It involves providing excellent customer service with a patient centred philosophy and working collaboratively with colleagues, the Surgical Services Administration Officer and other internal and external stakeholders. You will work in accordance with BHS values.

KEY ACCOUNTABILITIES

Professional Practice:

- Provide a customer focused approach to service delivery.
- Demonstrate accurate and efficient completion of all work associated with the position and appropriate handover as required. Including but not limited to:
 - Patient Administration System
 - Maintain accurate wait lists and conduct regular waiting list surveys.
 - Daily theatre list
 - Running regular reports to ensure data integrity and maintain accurate wait lists
- Provide support to different offices and different teams within the Booking Office group at the direction of the Booking Office supervisor.
- Follow reasonable and lawful direction of the Surgical Services Administration Officer and the liaison nurses.
- Develop and maintain good working relationships with colleagues and stakeholders.
- Attend and accurately participate in departmental and organisational meetings as required.
- Participate in relevant quality improvement programs.
- Participate in the annual review of your own professional development in accordance with BHS policy.
- Liaise with other BHS teams for the purposes of obtaining and disseminating information to ensure compliance with relevant Department of Health (DoH) policies and guidelines (eg. The Elective Surgery Access Policy).
- Demonstrate a commitment to updating your knowledge and skills in relation to the role.
- Perform other duties as required and/or directed by your supervisor.

Information Management - Demonstrates knowledge and application of skills to ensure the organisations information management goals are met

- Demonstrate ability to operate PC based software packages confidently at the level required to fulfil the role.
- Demonstrate an understanding of the organisation's Health Information Management system at the level required to fulfil the role.
- Maintain awareness of the organisation's approach to planning, implementation and management of information and communication technology.
- Participate in information and data management collection systems to assist in meeting both operational and strategic needs of the organisation.

Knowledge and Understanding of Government and Organisational Key Performance Target (KPI) criteria and ESIS

- Demonstrates an understanding of DoH and organisational KPI targets for BHS, in relation to Elective Surgery, and the requirements to meet these targets when booking patients in for elective surgery.
- Is aware of the BHS processes for booking of patients in for elective surgery depending on category, and those of escalation, when potential actions may result in targets not being met.
- Demonstrates an understanding of BHS policies and protocols in relation to the booking of patients for elective surgery.
- Is aware of the ESIS and the requirement for entering data into this program.

KEY SELECTION CRITERIA

Qualifications and experience

- Demonstrated excellent interpersonal and communication skills.
- Computer literacy, preferable Patient Administration Systems and MS office suite.
- Demonstrated organisational and planning skills with the ability to perform tasks efficiently and accurately.
- Demonstrated initiative and enthusiasm.
- Demonstrated ability to work in a team environment.

Desirable

- Knowledge of medical terminology would be an advantage.
- Previous experience in a clerical role.

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.
- 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.

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.