

Position Title: Reception Clerk

Campus: Horsham

Directorate: Hospitals

Department: Emergency Department

Reporting to: Administration Team Leader – ED and Reception Clerk
Nurse Unit Manager Emergency Department

Appointment Terms/Conditions:

Classification and Code: 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

This position will perform day-to-day administrative duties, including but not limited to, reception, telephone and patient / next of kin enquiries, records management, data collection and entry related to secretarial support.

This position requires a strong focus on customer service skills including a pleasant welcoming manner and communication with a broad range of people including consumers, carers, medical staff and other service providers.

KEY ACCOUNTABILITIES

- Provide secretarial support to the Emergency Department
- Provide high quality reception / administration services to both internal and external consumers and customers
- Greeting patients, visitors and staff in a friendly manner and assist with queries effectively
- Provide courteous and efficient switchboard services to assist visitors, patients and team members responding to telephone enquiries in a timely manner
- Ensure hospital communication systems are used immediately for emergency procedure codes and MET calls
- Liaise effectively with other departments within the health service for all matters affecting patient and team members
- Assisting in efficiently running and coordinating the clerical support functions in the Emergency Department as directed
- Ensure all patient classifications are correct for accounts purposes – this includes private patients, Work Cover, TAC, prisoner and overseas patients
- Receipt payments in iPM, Epicore, TCM and iPharmacy
- Complete end of day banking
- Assist with preparation of patient medical files, accurately completes process and data entry as required
- Assist with ensuring adequate stationary, stores and other supplies are always available within agreed stock levels
- Process data entry for patient admissions accurately and efficiently
- Assists the Nurse Unit Manager or delegate where directed with tasks to ensure patient flow and access processes are seamless
- Work in a flexible manner and perform any other duties within your capabilities as directed by the Administration Team Leader – ED and Reception Clerk

KEY SELECTION CRITERIA

Essential

- Well-developed communication and interpersonal skills
- Pleasant and courteous telephone manner
- Ability to maintain a high level of confidentiality
- Demonstrated computer literacy skills including Microsoft Word and Excel and willingness to be trained in the specific programs required
- Demonstrated ability to prioritise effectively, use initiative and maintain accurate records
- Well-developed time management and work process skills

Desirable

- Previous clerical experience in a hospital setting and / or similar role
- Qualifications in Business Administration
- Experience working switchboards
- Experience with cash handling, EFTPOS

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.