

**Position Title:** **Pre-Admission Clerk**

**Campus:** Horsham

**Directorate:** Grampians Health

**Department:** Preadmission Department

**Reporting to:** Perioperative Services Nurse Unit Manager

**Direct Reports:** Clinical Nurse Specialist -Preadmission  
Associate Nurse Unit Manager

### Appointment Terms/Conditions:

**Classification and Code:** HS1

**Enterprise Agreement:** Victorian Public Sector Health and Allied Services, Managers and 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](http://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.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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

To coordinate and liaise with stakeholders in the elective admissions process for Grampians Health – Horsham to ensure timely, efficient and appropriate patient admissions.

To communicate any issues or concerns regarding lists to the Nurse Unit Manager – Perioperative after all possible options have been tried to be resolved within the preadmission team.

## KEY ACCOUNTABILITIES

- Attend to all elective administration duties including patient labels, checking patient files for completeness / correct identification prior to theatre admission.
- Enter Patient theatre booking data with accurate detail (including minimum x3 patient identifiers) on patient Management System (IPM).
- Book Preadmission Admission Clinic appointments onto iPM with bookings at a minimum of two weeks in advance.
- Monitor Theatre bookings on iPM and follow up with surgeons or their practice managers when theatre lists are not received by 4 weeks prior to their designated list on the theatre schedule.
- Send appointment Information and relevant request forms to incoming patients as requested.
- Patient and GP liaison for recall queries and information.
- Continually strive to bring new ideas / innovation to improve processes and systems.
- Articulate the organisation values and perform role in a manner that displays a commitment to the values.
- Perform role in a way that supports Grampians Health Horsham to operate within budgetary guidelines.
- Professional and courteous approach when communicating via Face to face, meetings, email, telephone, fax or any other medium.
- Documentation aligns with Grampians Health Horsham Policy, is concise and is written in timely manner including updating of procedures and processes relevant to position.
- Prioritise to complete tasks and seek assistance / guidance as required.
- Establish and maintain excellent interpersonal relationships by helping people feel valued, appreciated and included.
- Actively participate in a solutions driven approach to improve outcomes.
- Navigate and use OPAL application to aid with booking process and maintenance of patient files.
- Check the MR1 document and patient labels prior to preadmission appointment to ensure accurate details.
- Attend unit meetings, completing agenda and minutes as required.
- Training of administration staff in Preadmission area and provide assistance to ward administration staff as required.
- Organised, systematic and efficient approach to filing of documents

## KEY SELECTION CRITERIA

### Qualifications

Experience in the health industry preferable

### Technical/Professional Knowledge and Skills

- Confident computer skills including Microsoft Office, Excel, Patient administration systems
- Medical Terminology
- Customer service and telephone skills
- Excellent verbal and written communication and presentation skills.

### Work Environment

- Establishes and maintains excellent interpersonal relationships by helping people feel valued, appreciated and included

## Personal attributes

- Excellent communication and interpersonal skills to support the daily operations and service delivery
- Ability to be flexible with work arrangements when required
- Dedicated to professional development of self and other team members
- Self-motivated with a positive attitude and attention to detail.

## 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.