

Position Title: **Switchboard & Enquiries Operator**

Campus: **Ballarat**

Directorate: **Corporate Services Office**

Department: **Switchboard/Enquiries**

Reporting to:

- **Direct Report:** **Manager, Switchboard & Enquiries**
- **Indirect:** **Director Health Information Services**

Appointment Terms

Classification and Code: **HS1**

Enterprise Agreement: **Health and Allied Services**

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.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<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 role is responsible for managing incoming, outgoing, and internal telephone calls, ensuring all calls are accurately and efficiently directed to the appropriate destination. The position also manages the activation of emergency codes and the monitoring and response to alarms. In addition, the role provides enquiry and reception services, offering professional, courteous, and compassionate in-person assistance to patients, carers, staff, and members of the community. Central to this role is the consistent delivery of high-quality customer service in a professional, calm, and empathetic manner.

KEY ACCOUNTABILITIES

Primary responsibilities

- Process incoming, outgoing and internal telephone calls to the Ballarat Base Hospital switchboard and QE switchboard (after hours).
- Prioritise and manage the public announcement of emergency codes and assist the incident manager with communication.
- Respond to in person enquiries from patients, carers, staff and community at the main Enquiries desk.
- Ensure all telephone calls and enquiries are processed in a timely, professional and courteous manner, delivering excellent customer service and maintaining privacy.
- Competently operate software systems, including but not limited to the Touchpoint telephony system, Patient Administration System (webPAS) and the Microsoft Office suite.
- Liaise with internal and external stakeholders to ensure accurate contact information and processes are in place for efficient communication.
- Monitor, test and respond to hospital alarms.

Other responsibilities

- Respond to after-hours intercom at Emergency doors (8pm – 11pm).
- Maintain phone, speed dial and pager profiles on systems. Facilitate allocation and return of pagers.

Teamwork and culture

- Develop and maintain excellent working relationships with colleagues
- Assist in the training of new team members with a supportive and tolerant approach
- Liaise with all areas of the organisation in a positive manner in line with GH values

Roster

- Work across all/any shifts in the Switchboard/Enquiries roster and all tasks associated with this roster
- Flexibility to accept additional shifts to cover unplanned and planned leave

Other duties as specified by supervisor or manager

KEY SELECTION CRITERIA

Mandatory

- Demonstrated excellence in customer service, with strong verbal and written communication skills
- Proven ability to work effectively in a fast-paced environment, prioritising tasks and managing challenging interactions in a calm, professional, and compassionate manner
- A collaborative team player who works cooperatively and respectfully with colleagues to achieve shared goals
- High level of adaptability, with the ability to embrace change and respond positively to new systems, processes, and opportunities
- Strong computer literacy, with demonstrated proficiency in a range of computer applications and systems
- Previous experience in a customer service and/or clerical role

Desirable

- Previous experience working in a switchboard, call centre, or reception environment
- Experience working within a health care or related service environment

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

VERSION CONTROL

Date Written:	
Date Revised:	18/10/2022, 3/12/2024,05/05/2026