Position Title:	**Emergency Department Reception (EDR) Clerk**
Campus:	**Ballarat**
Directorate:	**Operations**
Department:	**Clinical Emergency & Critical Care**
Reporting to:	**Supervisor, Emergency Reception**
• **Direct Reports:**	**Manager, Emergency Administration**
• **Indirect:**	
Appointment Terms	HS1
Classification and Code:	**Health and Allied Services**
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***
We are stronger together.	*We show that we care.*	*We do what we say and say what we do.*	*We appreciate and value all people.*	*We adapt and innovate to achieve best outcomes.*
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 is responsible for processing of emergency attendances and admissions to Grampians Health Ballarat. It includes reception, patient registration, capture of patient attendance and admission details and supporting the patient journey administratively.

KEY ACCOUNTABILITIES

- **Registration** of Emergency Department (ED) patients including walk ins and ambulance presentations. Capture or update demographic information and details of ED presentation. Provision of ED labels. Process payments for Medicare ineligible patients.
- **Admission** of Emergency patients. Capture admission details including claim type. Complete fund check for private patients. Complete Form of Election. Provision of admission form and labels.
- After business hours, complete registration, admission and patient movements as notified by non-ED departments.
- Accurate and timely capture and entry of information into Patient Administration System of all patient activity as above.
- Provide prompt, professional and compassionate customer service
- Maintain strict confidentiality in all aspects of your work in compliance with GH Information Privacy policy.

Miscellaneous tasks
- Distribution of accommodation keys
- Medical certificate follow up through emergency administration

Teamwork and culture
- 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 in line with GH values

Roster
- Ability to work across 24/7 rotating roster including ED reception
- Flexibility to accept additional shifts to cover unplanned and planned leave

Other duties as specified by supervisor or manager.

KEY SELECTION CRITERIA

Mandatory

- Excellent customer service skills
- Attention to detail in data capture
- Ability to work in a fast-paced environment and prioritise tasks
- 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

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:	3/12/2024