

Eastern Health

POSITION DESCRIPTION

Position Title:	Customer Service Team Member
Award Classification:	HS1
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Team Leader Eastern Health Contact Centre

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne's largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

This role is an integral first point of contact providing customer support in our clinical and non-clinical services that reflects Eastern Health's values.

Working collaboratively in a team environment this role requires management of a high volume of calls and enquiries on a daily basis and managing multiple tasks simultaneously with a strong customer service focus. Excellent customer service skills are required with intermediate to advanced typing skills and basic to intermediate knowledge of Microsoft Word, Excel and data entry. Experience within an ACD environment is desirable.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Accept and respond to telephone enquiries as the first point of contact for all Eastern Health sites for both internal and external clients/stakeholders
- Assist Eastern Health Doctors via the Doctors priority queue with paging, rostering information and connecting calls to other parties as required
- Communicate with the Medical Workforce Team on roster changes/updates/errors relating to the Medical Workforce Rosters
- Action calls via the Box Hill Outpatient queue relating to (but not limited to) Appointment confirmation, referral checks, cancellations, general enquiries and communicate to the Box Hill Back of House team of action required where appropriate
- Manage the Patient Care Hotline queue and liaise with the relevant site Nursing Coordinator
- Manage the GP Hotline queue and liaise with the appropriate EH Registrar
- Adhere to the Eastern Health privacy policies
- Compliant with Quick Reference Guide procedures
- Working knowledge of Eastern Health sites and departments
- Ability to navigate multiple systems accurately to manage calls – ARC, EMR, CPF, iPM, CCD, Putty, Intelliweb, Docta Rosta and others as required
- Transfer calls to patients, staff and departments across Eastern Health sites in a timely and courteous manner
- Problem solve customer / patient enquiries at first point of contact where possible
- Adherence to scheduled break times and duration
- Report technical faults as identified to the appropriate area
- Follow paging procedures applicable for each site
- Complete required iLearn modules before due date
- Participate in preparation for Accreditation
- Other duties and general administrative support to Team Leaders as required
- Undertake "mini projects" as requested

Communication

- Assist with proactive communication to the team on updates/changes/impacts identified
- Develop and maintain positive relationships with internal and external stakeholders including working cooperatively with staff across Eastern Health
- Access your Eastern Health email regularly (via outlook) on every shift to keep updated on any relevant information
- Work with Team leaders to improve processes and systems

Skills

- Professional demeanour
- Self-motivator, able to work autonomously or as part of a team
- Proven ability to multi task, prioritise and deliver under pressure
- Demonstrated highly developed interpersonal and communication skills
- Strong customer focus
- Proven ability to build internal and external relationships

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must

ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

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.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

Customer service focus

- Ability to work calmly under pressure whilst handling high volume telephone traffic in a responsive, courteous and professional manner
- Empathy and a 'can do' attitude
- The ability to establish a rapport communicating with people at all levels in the organisation and clients from diverse backgrounds, providing prompt and courteous service over the telephone
- Ability to problem solve and offer best solution
- Friendly and client focused response that is consistent with Eastern Health values in particular "a great patient experience"

Teamwork

- Good team values and willingness to work collaboratively within team and rostering environment
- Flexibility and adaptability is required
- Ability to work as a team in an open plan floor environment, hot seating where required
- Learning and Development
- Proactive approach to learning and skill development
- Attendance at compulsory education and training and demonstrate the ability to adapt, learn and develop any new necessary skills required in the Eastern Health Contact Centre
- Commitment to achieving key performance indicators (KPI's) for the Eastern Health Contact Centre

Skills and attributes

- Professional communication style
- Sound verbal and written communication skills
- Punctual and reliable
- Proficient typing with high accuracy
- Previous inbound telephone answering experience in a large organisation (ideally more than 500 employees)
- Data entry and integrity checking in electronic format, preferably with established systems
- Willingness to take on any other duties as determined to be applicable to Eastern Health Contact Centre
- Time management skills

Desirable

- Inbound Call Centre experience (ACD) – highly regarded
- Previous experience in the medical or health sector
- Understanding of medical terminology or experience working within the medical industry

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au