

Eastern Health

POSITION DESCRIPTION

Position Title:	Business Service Centre/Reception Officer
Award Classification:	Admin Officer HS1
Award / Agreement Name:	Health and Allied Services, Managers and Admin Workers June 2022_FINAL Agreement 2021 - 2025
Position Reports to:	Business Service Centre Team Leader

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 for our clinical and non-clinical services that reflects Eastern Health's values.

Working collaboratively in a team environment, this role requires management of incoming calls and enquiries, dealing with multiple task requests and providing a high standard of customer service. Provisioning general administrative support for the Box Hill Hospital /Maroondah Hospital Receptions and Business Service Centre, as required with intermediate to advanced typing skills and basic to intermediate knowledge of Microsoft Word, Excel and data entry.

This is an Eastern Health wide role which will require travel between sites.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

When at Box Hill Hospital:

- Provide high level customer service to staff, patients and the wider Eastern Health community, face to face, via phone and email.
- Provide first level system support and troubleshooting for Business Service Centre managed systems, including but not limited to; the Patient Entertainment system, IntelliWeb paging system, Nurse Call system, Access and Security systems, CCTV system, Digital Signage etc. across the Eastern Health network.
- Processing of patient entertainment system subscription payments for phone, internet and TV use via credit card, and provision of refunds and/or complimentary credit where required.
- Escalate faults to system vendors, track jobs using internal service desk software, liaise with service managers to coordinate technicians attending site and maintain communication with site management/key department personnel for major faults.
- Log faults and service requests with internal service providers such as Infrastructure and ICT teams as required/requested.
- Maintain secure access to the Hospital in line with Eastern Health policies and procedures, including management of contractor sign-in and provision of building access.
- Provide support for five public car park pay stations, and staff and public entrance and exit boom gates, including instructions, assistance with troubleshooting and fault escalation.
- Assign patient bedroom access for four Mental Health Inpatient Units using the Gallagher security and access system daily.
- Maintain security of and monitor use of hospital keys for authorised users.
- Maintain the Eastern Health lost property and patient belongings register, including secure storage and records of valuables in line with Eastern Health policy.
- Provide support for hospital communication devices (pagers and Spectralink phones) including troubleshooting and escalating faults, assigning spare pagers, and implementing pager diversions.
- Activate hospital emergency codes in response to incoming emergency phone calls and automated alerts for fire and duress.
- Respond to emergency codes according to hospital policies.
- Recording of department data and contributing to established Key Performance Indicators and Quality reports.
- Distribution of specialist clinic patient and general practitioner communication and appointment confirmations via mail and fax.
- Sorting of incoming mail for distribution

- Provide accurate wayfinding assistance to those attending the hospital for outpatient services, visiting of patients and emergency care, using i.PM and CCD systems as required
- Ordering transportation for patients and clients such as taxi, DVA transport or other transport as requested by patient
- Maintain keys and action bookings for Eastern Health fleet cars using the Pool Car software
- Maintaining stock levels for printer, public brochures, access accessories and other stationary
- Maintain privacy and confidentiality of all patient and staff information in line with Eastern Health policy.
- General reception and administration functions and other duties as required to ensure efficient operation of the Business Service Centre.

When at Maroondah Hospital:

- Provide a Help Desk function for the Box Hill Hospital Business Service Centre and the Maroondah Hospital Reception
- Respond to incoming telephone calls and emails in a timely and professional manner
- Provide appropriate information in response to queries according to hospital policy
- Relay calls to patients and staff in a timely and courteous manner
- Reception duties including answering enquiries, contractor sign-in and courier deliveries
- Assist in providing a way finding service as required for the Box Hill and Maroondah Hospital campus
- Respond to emergency codes according to hospital policies
- Escalation of system issues to system vendors and relevant department personnel
- Reporting of all faults in accordance with established procedures
- Respond to alarms by following procedures and department instructions for all emergency alarms (codes) and duress buttons
- Troubleshoot basic system issues following procedural guidelines
- Recording of department statistics and contributing to established Key Performance Indicators and Quality Reports
- Other duties and general administrative support as required to ensure the efficient operation of the Box Hill Hospital Business Service Centre and Maroondah Hospital Reception

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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, particularly 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 Compensations (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 centred 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 based on 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 help desk requests and phone traffic in a responsive, courteous, and professional manner
- Empathy and a 'can do' attitude in response to customer enquiries and requests for assistance
- The ability to establish a rapport in communicating with people at all levels in the organisation and clients from diverse backgrounds
- Friendly and client focused response that is consistent with Eastern Health values

Teamwork

- Good team values and willingness to work collaboratively within a job share team and shift work environment
- Flexibility and adaptability within a job share team and shift work environment
- Able to work rotating shifts as rostered, which can include day, evening, night, weekend, and public holiday shifts
- Excellent communication with team members to ensure the smooth operation of the department and a seamless customer experience

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 skills required in the Business Service Centre
- Commitment to achieving key performance indicators for the Business Service Centre

Skills and attributes

- Professional presentation
- Sound verbal and written communication skills
- Advanced interpersonal and phone skills
- High attention to detail
- Punctual and reliable
- Intermediate to advanced computer literacy
- 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 Business Service Centre

Desirable

- Previous experience in the medical or health sector highly regarded

- Understanding of medical terminology or experience working within the medical industry
- Previous reception and/or help desk experience in a large organisation

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