

Eastern Health

POSITION DESCRIPTION

Position Title:	SURGICAL BOOKING CLERK
Award Classification:	HS 1
Award / Agreement Name:	Health & Allied- Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers)
Position Reports to:	Nurse Unit Manager PSAU/ Clinical Stream Nurse

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

The position is responsible to the Surgical Unit and Liaison Nurse and requires the management of the patients waiting for planned surgery and coordination of the Surgical Unit's availabilities. The position requires the clerk to work with the Liaison Nurse to ensure the best outcomes for patients waiting for planned surgery. This requires the clerk to take responsibility for the timely referral of patients to the wait list, the timely scheduling of elective surgery and ensure patients are prepared for their surgery

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Take direction from the Liaison Nurse to ensure the appropriate management of patients waiting for planned surgery
- Work within the requirements of the PLanned Surgery Access Policy at the direction of the Surgical Unit Liaison Nurse
- Ensure all necessary patient data is obtained and entered to IPM. This includes recording of Requests for Admission in IPM within 24 hours of receipt, scheduling of theatre, scheduling pre admission appointments, transfer of wait list episodes between sites and other requests at the direction of the Surgical Unit Liaison Nurse.
- Ensure all patients activity is appropriately tracked within IPM, the electronic Clinical Patient Folder (CPF) and EMR.
- Work with the Surgical Unit Liaison Nurse to ensure the Surgical Unit's theatre lists are planned 4 – 6 weeks in advance with an appropriate number of patients
- Work with the provided template to manage the scheduling of patients
- Work with the Surgical Unit and Surgical Unit Liaison Nurse to ensure accurate theatre template management
- Monitor with the assistance of the Surgical Unit Liaison Nurse the leave requirements the Surgical Unit
- Monitor and maintain surgical confirmations
- Provide accurate correspondence to patients
- Respond to telephone calls in a timely and appropriate manner
- Assist medical, allied health and nursing staff with requests, concerns and enquiries regarding planned surgery wait list management
- Liaise with pre admission, medical imaging, operating theatres and other departments across Eastern Health to ensure best outcomes for patients waiting for planned surgery
- Ensure patient records are stored correctly and returned to Health Information Services
- Participate in process improvements within the Surgical Unit and Eastern Health planned surgery wait list management
- Work with the Surgical Unit Liaison Nurse to monitor elective surgery Key Performance Indicators, including the monitoring and treatment of Category 1 patients within indicated timeframe
- Work with the Surgical Liaison Nurse to ensure patients complete and return the health questionnaires
- Liaise with other office staff, theatre staff, Preadmission Clinic, medical staff across Eastern Health regarding cancellations/additions to the theatre list in a timely manner
- Provide clerical support to the Surgical Unit
- Manage of Surgical Units requirements for stationary and Eastern Health elective surgery paperwork

- Cover leave as required. This may involve working from another campus with a different Clinical Stream

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 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 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

Position Title:	Surgical Booking Clerk
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Essential

- Proven experience and ability to provide an efficient customer service.
- Excellent communication skills
- Excellent interpersonal / telephone skills
- Professional presentation, style and manner
- Proficient in Microsoft Office software (eg. Word, Excel, Access, PowerPoint, Outlook etc)
- Superior clerical and organisational skills
- Demonstrated attention to detail and proven abilities to work within deadlines
- Knowledge of medical terminology
- Ability to work without supervision
- Ability to prioritise workload & work under pressure.
- Demonstrates understanding of customer service of internal & external customers & committed to effectively meet their needs in a helpful & professional manner.

Desirable

- Experience in a healthcare environment
- Competency with iPM software program