

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Medical Imaging Clerical / Booking staff
<b>Award Classification:</b>	HS1
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Associate Program Director - Medical Imaging BHH

### 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 successful applicant, with the support of the Clerical supervisor, will carry out the day-to-day operations of the clerical activities within the department and provide 'Best Practice' customer service to our clients and staff in the organisation.

The daily tasks can include activities such as bookings, ascertain billings, data entry, and clerical tasks associated with the availability of patients' reports and these tasks need to be carried out in a timely manner

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

This position requires considerable initiative and flexibility in order to optimise the clerical service to patients, hospital staff and external referrers.

### 2.1 Organisational Development

- Ensuring bookings of appointments are carried out appropriately through consultation with different stakeholders within the Organisations. Also, the management of requests for patient images (CD or online registration), management of reports and organisation of reception areas

### 2.2 Information and Knowledge Management

- Willingness to learn and execute activates using Information Technology, especially the operation of PACS and RIS, one of the major communication tools in the Medical Imaging Department. And be able to interrogate the HIS and EMR as required to perform duties.

### 2.3 Administration support services

- Assist with the normal activities in the department, i.e., attending to the reception, telephones and bookings, staff movements, tracking, mail management, equipment and supplies co-ordination, report generation, image management.
- Liaise with modality supervisors on workflow matters. Assist with workflow as directed by modality supervisors and health professionals
- Liaise with accounts department about patient billing matters.
- Participate in MI staff meetings.
- Participate in the preparation for accreditation
- Ensure billings are maximised by checking the data entry of the referral billing category
- Ensure that all imaging in accordance with hospital procedures for Freedom of Information requests

### 2.4 Other responsibilities

- Be aware of and work in accordance with Hospital policies and procedures, including Occupational Health and Safety, Equal Employment Opportunity, and Confidentiality.
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach to all interactions.
- You may be required to rotate between Eastern Health sites as requested by the Associate Program Director or the Program Director Medical Imaging Eastern Health.

## 2.5 Competencies and experience

- Demonstrated experience in working with a team in undertaking diverse clerical functions within the organisation
- Capable of organising work on both an individual and a team basis
- Have the knowledge and skills in thinking and planning problem solving
- Have the IT knowledge necessary to carry out the daily tasks

## 2.6 Skills

- Professional demeanor
- Self-motivator
- Proven ability to multitask, prioritise and deliver under pressure
- An eye for detail
- 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 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 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

<b>Position Title:</b>	Medical Imaging Clerical / Booking staff
<b>Award Classification:</b>	HS1
<b>Award / Agreement Name:</b>	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
<b>Position Reports to:</b>	Site Associate Program Director – Medical Imaging

**Hours of Duty:** As per contract. Rotating day shifts or as specified. Weekends and evenings may be required. May be required to rotate sites.

**Selection Criteria:** It is preferable that the successful candidate has previous working experience in a radiology practice or a similar workplace. It is also desirable (but not essential) to have experience in Radiology Information system (RIS). The successful candidate must be prepared and be willing to participate in the rostered shifts.

**Personal Attributes:**

- Must be able to demonstrate experience in working as a team member.
- Must be able to demonstrate positive manner when undertaking tasks.
- Must be able to demonstrate good communication skills and customer - patient focus with a commitment to patient care.
- Personal and professional standards must be demonstrably high.
- Must be able to demonstrate a wide understanding of issues effecting major hospital departments and their stakeholders.
- Demonstrate commitment to the overall efficiency and functioning of their workplace.
- Demonstrate a desire to continue to learn and to teach others where applicable.
- Must possess good self-evaluative skills.
- Must be innovative and interested in new ideas.
- Must be prepared to embrace change and willing to participate in change processes.

#### **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](mailto:Aboriginal.Workforce@easternhealth.org.au)