

Eastern Health

POSITION DESCRIPTION

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|--------------------------------|-------------------------------------|
| Position Title: | Admissions / Reception Clerk |
| Award Classification: | HS1 |
| Award / Agreement Name: | Health & Allied Award |
| Position Reports to: | NUM Day Procedure Unit |

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 role of admissions and reception clerk at the Angliss Hospital encompasses a range of clerical and administrative duties including reception, telephone response, face to face interaction with patients, staff and visitors, admission of elective surgery patients and other admissions as required, preparation of histories, data management duties, clerical support to other departments as directed and other duties related to patient and stakeholder communication. This position requires someone with excellent interpersonal and communication skills who is able to work in a busy environment. Applicants must be able to perform as part of a team.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

It is desirable that the successful applicant has experience in a hospital or other similar work environment. It is essential that the candidate has experience with the iPM system or excellent IT skills where they are able to learn quickly. The successful candidate will also be required to be available to work shifts across both weekday and weekend shifts where required. They will have excellent communication and interpersonal skills and be able to work as part of a team.

This position requires considerable initiative and flexibility in order to optimise the patient experience for visitors, patients, hospital staff, while meeting the requirements of admissions and other time critical tasks. The below tasks are required but not limited to:

- Prepare patient histories prior to patient admission
- Receive & interview patients for clerical admission, obtain all relevant patient signatures and process all data using the patient information system (iPM)
- Ensure accuracy and completeness of computer records
- Record and update patient information in an accurate and timely manner
- Upon patient discharge, collate histories, discharge using iPM, collate referrals to outpatients and send letters to referral source
- Admission of other patient's within Angliss as required, for example delivery suite (time critical task)
- Liaison for car-parking payments, access lanyards, tap on cards as required
- Support of clerical duties for DPU/OT and other departments as required
- Other tasks including direction of patient/visitors, liaison with delivery personnel and other external service providers.

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

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|--------------------------------|--|
| Position Title: | Admissions/Reception Clerk |
| Award Classification: | HS1 |
| Award / Agreement Name: | Health & Allied Award |
| Position Reports to: | Nurse Manager, Day Procedure Unit, Angliss Hospital |

Essential

- Ability to understand spoken and written English and to effectively communicate with others verbally and in writing
- Advanced interpersonal and telephone skills
- Demonstrated understanding of customer service of internal and external customers and commitment to effectively meeting their needs in a helpful and professional manner.
- Demonstrated organisational skills with the ability to plan, organise and prioritise workload within a team with the flexibility in moving between tasks at short notice.
- Demonstrated ability to work within a multidisciplinary team
- Ability to prioritise workload and work under pressure
- Demonstrated proficiency with Microsoft Outlook, Word and Excel
- Demonstrated commitment to quality improvement
- Flexible and creative problem solving skills
- Be prepared and willing to work the shifts as rostered
- Thorough working knowledge of iPM

Desirable

- Demonstrated understanding of the Healthcare Industry

- Understanding and knowledge of Medical Terminology Page 6 of 6 19/07/2019 Personal Attributes:
- To demonstrate good communication skills and a positive customer/ patient focus.
- Able to work effectively in a team environment, including supporting other staff in their roles.
- Must be agile and able to adapt to the changing demands of the department and workload.
- Personal and professional standards must be demonstrably high.
- Demonstrate commitment to the overall efficiency and functioning of their workplace.
- Demonstrate a desire to continue to improve.
- Possess good self-evaluative skills.
- Embrace innovation and interested in new ideas.
- Show commitment to patient care.
- 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