

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Surgical Booking Clerk
<b>Award Classification:</b>	HS1
<b>Award / Agreement Name:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Position Reports to:</b>	Planned Surgery Access Unit - Nurse Unit Manager/Clerical 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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



## **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 relevant surgical unit. The clerk works together 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 preparation list, the timely scheduling of planned surgery and ensure patients are ready for their surgery.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Take direction from the Nurse Unit Manager/Clerical Team Leader/Liaison Nurse to ensure the appropriate management of patients waiting for planned surgery and work within the requirements of the Planned Surgery Access Policy. This includes monitoring and treatment of Category 1 patients within the indicated timeframe, and supporting the process of cancellations/additions to the theatre list
- Ensure all necessary patient data is obtained and entered into the Integrated Patient Management system (IPM). This includes recording of Requests for Admission in IPM within required time frames of receipt, scheduling of theatre, and other requests at the direction of the surgical unit Liaison Nurse/Clerical Team Leader
- Ensure all patient activity is appropriately tracked within IPM, Clinical Patient Folder (CPF) and Electronic Medical Record (EMR)
- Collaborate with the surgical unit Liaison Nurse to ensure specialty unit theatre lists are scheduled 4–6 weeks in advance with an appropriate patient volume. Use the available template to coordinate patient scheduling and work closely with the surgical unit and Liaison Nurse to maintain accurate theatre allocation management. With the assistance of the surgical unit Liaison Nurse, monitor the leave requirements of the surgical unit.
- Monitor and maintain surgery confirmations, provide accurate correspondence to patients, respond to telephone calls and emails in a timely and appropriate manner, assist staff with requests, concerns and enquiries regarding planned surgery patients
- Work with the surgical unit Liaison Nurse to monitor and action patient audit responses through the Vickey system
- Ensure all patients added to the preparation list have the Electronic Health Questionnaire triggered using the Vickey system and monitored for completion in collaboration with the surgical unit Liaison Nurse
- Liaise with pre-admission, medical imaging, operating theatres and other departments across Eastern Health to ensure best outcomes for patients waiting for planned surgery
- Participate in process improvements within the Planned Surgery Access Unit
- Cover leave as required. This may involve working from another campus with a different surgical unit

## **3. SAFE PRACTICE AND ENVIRONMENT**

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

### **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.

### **Our commitment to Diversity, Equity & Inclusion**

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

## **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.*

*Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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

- Proven experience and ability to provide efficient customer service
- Excellent communication skills
- Excellent interpersonal / telephone skills
- Professional presentation, style and manner
- Proficient in Microsoft 365 applications, including Word, Excel, Access, PowerPoint, and Outlook
- 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

#### Desirable

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

#### Aboriginal & Torres Strait Islander Candidates

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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)*