

Eastern Health

POSITION DESCRIPTION

Position Title:	Emergency Department Clerk
Award Classification:	Administration Officer HS1
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	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 clerical role in the Emergency Department (ED) is an integral member of the multidisciplinary ED team, and is responsible for the provision of all clerical and administrative functions and services to support the team to deliver safe and effective care to patients and their families

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

This role includes (under the leadership of the NUM and the direction of the Administration Officers' Team Leader):

Administration

- Provide clerical staffing at all workstations as may be required in order to meet the business needs of the department.
- Complete all administrative and clerical functions, including, but not limited to, patient registration, all admissions, (public, private, compensable and DVA) transfers and discharges, patient enquiry and telephone call management in an accurate and timely manner.
- Liaise with the Administration Officers' Team Leader to ensure all workstations are functioning at optimal staffing; thereby ensuring medical and nursing staff are provided with clerical support at each workstation.
 - A Provider of Great Healthcare.
 - Works collaboratively as a member of the ED team and broader Eastern Health team to ensure the efficient, effective and responsive operation of the health service
 - Ensures that all administrative functions are completed within the mandates of the position, and under the direction of the ED Nurse Unit Manager (NUM), Administration Officers' Team Leader or their delegates. This includes but is not limited to: all administrative and clerical functions related to patient registration (including compensable and insurance status), admission (including 'Private in Public' patients), transfer and discharge, patient record access, management and storage, and patient enquiry and telephone call management.
 - Works efficiently and effectively in all areas of the Emergency Department.
 - Supports patients' and their families' understanding of the service through effective and timely communication.
 - Practices in accordance with relevant Acts, Agreements, Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct. Reports personal and other non-compliance to the Team Leader or delegate, or NUM.
 - Complies with Eastern Health policies regarding reporting of actual or near-miss events.
 - A Great Patient Experience.
 - Treats all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner.
 - Provides an efficient and customer focussed service.
 - Facilitates effective admission and discharge processes in accordance with the guidelines established by the Emergency Department and Eastern Health.
 - Promotes a culture of continuous service improvement within the unit, participating in the Eastern Health Quality Framework.

- Participate in activities designed to continuously improve standards of service and practice in accordance with the Eastern Health Quality Framework, and guidelines.
- Maintains an environment that maximises the safety of patients, staff and visitors. Ensures that practices are in accordance with Infection Control standards. Corrects and reports non-compliance with these standards to the Team Leader (or delegate) or NUM immediately.

A Great Place to Learn & Work.

- Treats all employees of the organisation with respect and dignity and without discrimination or harassment.
- Complies with training requirements specified by Eastern Health and maintains accurate documentation of evidence of this training and any other professional development undertaken.
- Participates in relevant professional development programs to ensure compliance with current unit practices.
- Develops and maintains proficiency in the knowledge and skills required to perform the role of the Administration Officer in all areas of the Emergency Department.
- Participates in the Eastern Health annual performance feedback and development process - evaluating personal performance and planning self-development.

A Great Partner with our Communities.

- Under the leadership of the NUM and Team Leader supports initiatives to ensure patient flow strategies meet the needs of the community and the organisation.
- Advocates the Values of Eastern Health to the broader community.

A Great Achiever of Sustainability.

- Exercises appropriate economy in the use of stores, equipment and energy.
- Supports the NUM/Team Leader in the identification of new initiatives to improve sustainability in the unit/department.

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.

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. KEY SELECTION CRITERIA

Essential

Demonstrated computer keyboard, data entry and word processing skills

Advanced customer service experience in an all centre or customer facing environment

Strong time-management, conflict resolution and problem solving skills

Ability to work autonomously and as part of a diverse team

A strong commitment to high quality care

Professional presentation, style and manner.

Desirable

Previous experience in an Emergency Department.

Attributes

- Commitment to work collaboratively within the multidisciplinary team
- Professional work ethic.

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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- A strong commitment to high quality care
- Professional presentation, style and manner.

Desirable

- Previous experience working in an Emergency Department.

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