Eastern Health

POSITION DESCRIPTION

Position Title:	**Paediatric Bookings Clerk**
Award Classification:	**Administration Officer Grade 1 - HS1**
Award / Agreement Name:	**Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027**
Position Reports to:	**Midwifery Manager of Ambulatory Services and Paediatric Clinic Nurse Coordinator**

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 the 'Back of House' computer clerk is responsible for a range of scheduling activities including Specialist clinic bookings, registration of referrals, managing patient cancellations and rebookings, waitlist and email management, portfolio management and working within a multidisciplinary team environment (medical teams and liaison nurses).

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Patient registration and referral management; including liaising with clinics and external parties regarding additional information requirements.
- Completing a 3-point check of referrals and updating patient details as required.
- Portfolio allocation- prioritizing appointment scheduling, waitlist management and rebooking cancellations for paediatric clinics.
- Managing patient enquiries in a compassionate and empathetic manner and the ability to escalate to the Clinical Nurse Consultant or Midwifery Manager when required.
- Ability to communicate concisely to the CNC, MM or Director of Paediatrics when clinics are overbooked and require clinical triage to amend in an efficient manner.
- Managing and completing monthly audits.
- Email management of designated inbox for Paediatric Bookings. Providing face to face clerical services at our Grey Street Maroondah Hospital
- Any task delegated to you by the Midwifery Manager, Paediatric Clinic Coordinator and Paediatric Registered Nurse.

- **Service Management:** Work collaboratively with the nursing team and broader multidisciplinary team to ensure the efficient, effective and responsive operation of the allocated work Unit in line with the organisation's strategic direction.
- **Efficiency:** Exercise appropriate economy in the use of stores, equipment and energy.
- **Compliance:** Practice in accordance with relevant Acts, Agreements and Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct. Report personal/other non-compliance to the appropriate manager.
- **Customer Service:** Treat all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner.
- **Administration:** Ensure that all administrative functions are completed within the mandates of the position.
- **Workplace Relations:** Treat all employees of the Organisation with respect and dignity and without discrimination or harassment.
- **Professional Development:** Participate in the prescribed performance development system. Conform to the specific competencies that may be prescribed from time to time by the Eastern Health Nursing Executive Council.
- **Continuous Improvement:** Participate in activities designed to continuously improve standards of service and practice in accordance with the Eastern Health Quality Framework.
- **Training:** Participate in all mandatory training prescribed by the manager.
- **Education and Research:** Participate in research and critical analysis in order to ensure service and nursing practice benchmarks are achieved. Participate in, and provide as

requested by the manager the delivery of education to staff.

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

Position Title:	**Ward Clerk**
Award Classification:	**Admin Officer Grade 1 – HS1**
Award / Agreement Name:	**Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025**
Position Reports to:	**Nurse Unit Manager/Department Manager**

Essential

- Year 10 English written and spoken
- Computer competent; with excellent working knowledge of Patient Management Systems, Microsoft Word and Excel
- Advanced telephone skills and clerical skills
- Ability to provide quality customer service in a friendly and professional manner
- Demonstrated high level of written and verbal communication and interpersonal skills
- Demonstrated organisation and time management skills
- To have an interest in working in a patient centred environment
- Demonstrated ability to work as part of a multidisciplinary team

Desirable

- Health care agency experience
- Medical terminology knowledge
- Previous experience in similar position

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 positon 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