



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>Administration Clerk/Receptionist</b>
<b>Location:</b>	Will be required to work across all sites as mutually agreed upon
<b>Reporting to:</b>	Executive Director of Finance & Administration
<b>Division:</b>	Finance & Administration
<b>Award:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020
<b>Level:</b>	Dependent on skills, qualifications and experience as per Award.

#### Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

#### Our Values

**Total Care** – delivering care that is safe, effective and person-centred, always.

**Safety** – providing a safe workplace and services free from avoidable harm.

**Unity** – working well together in a great place to work.

**Accountability** – doing the right thing by our stakeholders and ourselves.

**Innovation** – using our imagination - if there's a better way we will find it.

#### Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

For more information about the organisation, please visit our website: [www.wwhs.net.au](http://www.wwhs.net.au)

## Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"><li>• Employees</li><li>• Manager</li><li>• Executive Director</li><li>• All Departments</li></ul>	<ul style="list-style-type: none"><li>• Patients</li><li>• Residents</li><li>• Visitors</li><li>• Community</li><li>• External Service Providers</li></ul>

## Position Overview:

To provide excellent customer service to all internal and external consumers.

## Key Selection Criteria

### Essential:

1. Well-developed communication and interpersonal skills
2. Good organisational skills and ability to work independently
3. Pleasant and courteous manner
4. Ability to prioritise and multi-task
5. Satisfactory Police Check, Working With Children Check and DWES (Disability Worker Exclusion Scheme check)
6. High level of competency using Business Programs including Microsoft Office suite of programs – Outlook, Word, Excel & Access.
7. Demonstrated ability to learn and use other software.

### Desirable:

1. Victorian Driver's License
2. Certificate III or IV in Business Administration
3. Previous experience in a receptionist, secretarial or administrative assistant role.

## Key responsibilities:

- Provide a courteous and efficient customer service to all members of the public.
- Answering and making phone calls.
- Perform general clerical duties
- Work co-operatively in a team environment offering support to other members of staff as required.

## Statement of duties:

### **Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.

- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Provide a courteous and efficient customer service to all members of the public.
- Manage appointment lists for visiting Allied and Primary Health staff and other visiting Specialists.
- Record and receipt all facility monies, issuing receipts for paid accounts and banking cash and cheques received. Monitor and reimburse petty cash.
- Perform general clerical duties such as typing, photocopying, attend meetings as minute secretary, check off invoices and ordering of administrative stock.
- Provide clerical support and assistance to the Director of Nursing as required and including entering of PayGlobal rostering/time and attendance data on a daily basis.
- Perform hospital mail duties including the collection, registering, distribution and posting of hospital mail.
- Ensure timely management and maintenance of all aspects of patient records, including filing of reports, identifying and labelling the contents of the Unit Record.
- Liaise with the Services Medical Record Department to ensure all discharged histories are submitted for coding in a timely fashion.

#### **Quality, Safety and Risk Management:**

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.  
Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

#### **Communication:**

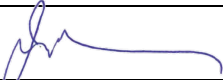
- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, customers, volunteers and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

#### **Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

## Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised By Executive Director of Finance and Administration</b>	
<b>Name:</b> Janette Lakin	
<b>Signature:</b> 	<b>Date:</b> 27/07/2020

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>