



West Wimmera Health Service Position Description

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| Position: | Administration Clerk/Receptionist |
| Location: | Will be required to work across all sites as mutually agreed upon |
| Reporting to: | Executive Director of Finance & Administration |
| Division: | Finance & Administration |
| Award: | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). 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 Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

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.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

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

Position Overview:

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

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 protocol.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleague.
- 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 Community Care 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.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

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:

8. Victorian Driver's License.
9. Certificate III or IV in Business Administration.
10. Previous experience in a receptionist, secretarial or administrative assistant role.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's License.

Internal Direct Reports:

Nil

External Direct Reports:

Nil

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.

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| Authorised By: | |
| Name: | |
| Signature: | Date: |

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|---------------------------------|--------------|
| Position Incumbent Name: | |
| Signature: | Date: |