



West Wimmera Health Service

Position Description

Position:	Administration Clerk / Receptionist – Minyip CHC
Location:	Based at Minyip, and may be required to work across other WWHS sites as mutually agreed upon.
Reporting to:	Clinical Manager Community Nursing
Division:	Community Health
Award:	Health and Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Level:	HS1 (or dependent on level of qualifications/experience as per above 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 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 • Patients • Residents • Visiting Medical Officer's • Volunteers 	<ul style="list-style-type: none"> • Consultants • Consumers • Visitors • Community

Position Overview:

The Administration Clerk/Receptionist is the first point of contact for all internal and external customers. Your responsibilities are the day-to-day general administration duties, provide clerical support to the Director of Nursing/Nurse Unit Manager, and staff.

Key responsibilities:

- Responsible to the Clinical Manager Community Nursing/Director of Nursing/Nurse Unit Manager for the performance of general clerical duties.
- Provide a courteous and efficient service to all customers and members of the public.
- Maintain and operate the telephone console.
- Work co-operatively in a team environment, offering support to other staff members 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.
- Manage appointment lists for visiting Allied Health staff and other visiting Specialist.
- Record and receipt all facility monies, issuing receipts for paid accounts and banking cash and cheques received.
- Monitor, reimburse and reconcile petty cash.
- Perform general clerical duties such as typing, photocopying, management of emails and ordering of administrative stock.
- Perform mail duties including the collection, registering, distribution and posting of centre mail.
- Ensure administration stock levels are maintained at a level required for the efficient and effective operation of the reception/administration area.
- Provide clerical support and assistance for the Director of Nursing/Nurse Unit Manager as required, including entering on PayGlobal rostering/time and attendance data as delegated.
- Ensure timely management and maintenance of all aspects of the patient record, including correct labelling of documents, tracking and arranging for documents to be transported to Medical Records at Nhill for scanning.
- Provide day-to-day support to staff concerning service fleet car bookings on the Poolcar system.
- Recognise, respond and escalate changes in the patient's condition.
- Any other associated duties as delegated by the Director of Nursing/Nurse Unit Manager, Clinical Manager Community Nursing, or Executive Director Community Health, at any time.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- 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 relevant 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 and effective communication and interpersonal skills.
2. Pleasant and courteous manner.
3. Excellent organizational skills and ability to prioritise and have the capability to multi-task.
4. Competence in using and operating computer software packages including Microsoft Office – Outlook, Word and Excel.
5. Demonstrated ability to learn and use other software.

Desirable:

1. Certificate III or IV in Business Administration.
2. 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 Licence

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.

Authorised By: Executive Director Community Health	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: