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| http://connect.calvarycare.org.au/Resources/Marketing/New%20Logo%20Library/Calvary_Refresh_Logo_Main_Stacked_RGB_Small.jpg | Position Description Template  [All Calvary Services/Service]  Version: [Version] |

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| **Position Title:** | | Patient Services Officer | | | |
| **Position Number:** | |  | **Cost Centre:** | |  |
| **Site/Facility:** | |  | | | |
| **Department:** | | Patient Services | | | |
| **Enterprise Agreement** | | *Calvary Health Care Adelaide Support Services Enterprise Agreement 2021* | | | |
| **Classification:** | | As per Letter of Offer | | | |
| **Reports To:** | | Patient Services Manager | | | |
| **Date of Preparation:** | | 23 June 2015 | **Date Updated:** | | 23 May 2023 |
| **Primary Purpose** | | | | | |
| The Patient Services Officer reports to the Patient Services Manager and is responsible for clerical accuracy and efficiency within the Admission areas, Front & Back Office Departments to ensure a smooth admission and discharge process for all patients. The Patient Services Officer assists in achieving the goals of the hospital, by working efficiently, co-operatively and collaboratively to contribute to the continuous quality improvement of the department, and will be required to work across various Patient Services Departments as required.  The Patient Services Officer will be mature and proactive with exceptional customer service and communication skills and a can-do attitude. The position will require the Patient Services Officer to possess empathy and discreet judgement and will have the ability to multi task and work without supervision at times. | | | | | |
| Organisational Environment | | | | | |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centers  Calvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).  As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person, regardless of his or her religion, race, gender, cultural background or choices. | | | | | |
| Accountabilities and Key Result Areas | | | | | |
| ***People and Culture:***   * Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect. * Demonstrated commitment to service excellence and continuous quality improvement. * Act as an ambassador for Calvary Health Care.   ***Excellence in Care:***   * Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements. * Ensure day to day operations of the role are carried out in a timely and efficient manner. * To be aware of the use of consumable products and ensure prudent use of resources. * Demonstrated ability to work autonomously and as a member of a professional team. * Proven organisational skills and the ability to handle multiple tasks under pressure. * Professional presentation. * Accept responsibility willingly and take ownership of tasks.   ***Service Development & Innovation:***   * Maintain responsibility as a team member through flexibility in work practices, support and respect for   other staff members.   * Act to maintain a productive environment in demanding situations. * Promote and demonstrate excellence in customer service principles to all persons through verbal and   non-verbal behaviour / communication that is consistently courteous, professional and friendly.   * Actively seek to meet the needs of internal / external customers and continually evaluate their response   to ensure their needs are met.   * Participate in Quality Improvement activities involving Patient Services Department. * Evaluate and reflect on current work practices to identify areas for improvement. * Deliver proficient and accurate work performance abiding by the hospital policies and procedures relevant to the position. * Ensure that individual work skills and personal development is improved by participating in training programs and departmental meetings.   ***Wise Stewardship***   * Demonstrated ability to communicate effectively both in written and oral form with internal and external customers. * Polite and professional telephone manner. * Demonstrated problem solving and conflict resolution skills. * Work collaboratively and in consultation with all hospital departments.   ***WH&S Responsibilities:***   * Take reasonable care of your own health and safety and the health and safety of others in the workplace; * Comply with relevant Calvary WHS policies, procedures, work instructions and requests; * Report to your supervisor any incident or unsafe conditions which come to your attention; * Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet) | | | | | |
| **Key Relationships** | | | | | |
| Internal: | * Executive Members * Clinical and Non-Clinical Managers * Case Management Team * Patient Services Staff * Clinical Coders * Ward Clerks * Accounts Receivable Staff * Medical Records Staff * Patient Administration Staff * 24/7 Care Emergency Staff * All other Calvary employees | | | | |
| External: | * Patients * Visitors * Doctors Rooms and Pathology/Radiology companies | | | | |
| **Position Impact** | | | | | |
| Direct Reports: | * Nil | | | | |
| Budget: | * Nil | | | | |
| Selection Criteria | | | | | |
| **Essential**   * Well-developed clerical skills integrated with highly developed interpersonal skills. * Demonstrated computer literacy with accurate and proficient keyboard skills. * High level of competency in MS Word and Outlook. * Ability to plan and establish work priorities with a high level of attention to detail.   **Desirable**   * Experience using a computerised patient management system. * Sound working knowledge of medical terminology and health fund validation. * Experience within the health industry is highly desirable with the understanding of the basic functions of the relevant Health Funds, Health Insurance Commission, and Department of Veteran Affairs. | | | | | |
| Approvals | | | | | |
| Job Holder’s signature: | | | | Date: | |
| Manager’s signature: | | | | Date: | |