



# Position Description - Administration Clerk

CALVARY JOHN JAMES HOSPITAL

Version: 1.2

<b>Position Title:</b>	Administration staff		
<b>Position Number:</b>		<b>Cost Centre:</b>	Various
<b>Site/Facility:</b>	Calvary John James Hospital		
<b>Department:</b>	Administration areas		
<b>Enterprise Agreement</b>	Health Professionals & Support Services EA		
<b>Classification:</b>	Grade 1-3		
<b>Reports To:</b>	Patient Services Manager		
<b>Date of Preparation:</b>	16/06/2016	<b>Date Updated:</b>	02/07/2021

## Primary Purpose

All staff will be able to undertake the following

### Switchboard:

- Switch board duties
- Greeting and directing visitors
- Distribution of mail
- Assembling of patient records for distribution to wards
- Run *Expected Overnight Admission* list for next day
- Assembly of ward patient packs for next day
- Re-ordering of stationery and printed documents
- Undertake registration bookings of future admissions
- Other duties as requested by Patient Services Manager.

### Admission Centre:

- Admit patients and ensure all relevant iPMs data is entered
- Inform patients of *Informed Financial Consent* form, collect monies owed and issue receipts
- Greet and direct relatives/carers
- Check *Midnight Census* report to ensure all day-stay discharges have been completed
- Undertake registration bookings of future admissions and fund checks
- Daily print out current patient list and ensure that all claim forms are accounted for
- Daily print out of previous days discharge list and check that all claims are accounted for
- Run *Current Excess and Co-payment* report and check that all payments have been made
- Reconcile banking on daily basis and update banking report
- Place any received monies/cheques into secure bag and place in safe
- Run *Expected Day Stay Admission List* for next day
- Assembly of day stay patient packs for next day
- Other duties as requested by Patient Services Manager.

### Registration Booking:

- From RFA, enter patient's details in all relevant areas to complete full registration including waiting list and completion of Pre-Admission data in iPMs
- Photocopies of RFA to Pre-admission centre, ICU and Theatre
- Place Health assessments in Pre-admission's tray
- Other duties as requested by Patient Services Manager.

#### **Fund Checking:**

- Perform health fund checks 7-15 days prior to patient's admission
- Contact patients and inform of all out of pocket expenses
- Create patient estimates and admission offer letters
- For non-insured patients liaise with Accounts Receivable and Theatres to establish costs and notify patient
- Ensure iPMs financial status data is completed
- Check against *Expected Admissions* reports for the next two days that all relevant information is in patient packs
- Other duties as requested by Patient Services Manager.

#### **Ward Clerks:**

- Coordinates clerical duties on the ward, ward reception, contribute to the promotion and delivery of a high standard of patient care, recognising and acting in accordance with the missions and values of Calvary John James Hospital
- Greet patients as they arrive to the ward, record their height and weight on form of medication chart, and assist patient to complete menu on admission
- Escort patient to room, and orientate them to buzzers, telephone, Air-conditioning and bathroom
- Update diet list for lunch and dinner
- Collate charts for new patients, ensure appropriate, complete paperwork, sufficient labels and clinical pathway are in each folder
- Liaise with Medical Imaging regarding appointment times for patients having those procedures
- Ensure patients have x-rays with them if appropriate
- Obtain pathology results as required
- Order clerical supplies as needed through Pre-Admission/discharge Co-ordinator
- Maintain current and accurate computer listing of patients
- Collate patient notes after discharge ready for medical records
- Other duties as requested by Patient Services Manager

#### **Theatre bookings Clerk:**

- Produce theatre lists on a daily basis with relevant coordination with other divisions
- Advise admission time for all surgical patients for the following day
- Communicate the need for special equipment, tests and procedures to relevant departments and book as necessary
- Consult with the Peri-operative Management regarding sessions that may be overbooked, additional cases and/or lists required
- Liaise with VMOs and their staff regarding their theatre session requirements
- Answer patient enquiries regarding their booking
- Notify all relevant stakeholders of changes to Theatre lists
- Liaise with Hospital Bed Manager regarding bed availability
- Process bookings for late addition surgical patients
- Provide reception service to the Theatre complex
- Provide administrative support such as report preparation
- Maintain currency of relevant iPMs information relating to the role
- Other duties as requested by Patient Services Manager

## Organizational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular to those people approaching and reaching the end of life, their families and carers in all our services.

Calvary's Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.

Our values of Hospitality, Healing, Stewardship and Respect underpin all that we do. As an equal opportunity employer, we encourage applicants from culturally diverse backgrounds, people with disabilities and various life experiences and faiths. Here at Calvary John James we work together to provide opportunities that empower and enrich our staff.

## Accountabilities and Key Result Areas

### ***Professional:***

- Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures
- Effective decision making skills.

### ***Documentation:***

- Through the use of organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

### ***Communication:***

- Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation
- Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.

### ***People and Culture:***

- Demonstrated experience and understanding of the need for continuation of both personal and professional development
- Developing a work culture that encourages & supports risk identification & management
- 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.
- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.

### ***Service Development & Innovation:***

- Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.
- Complete mandatory training modules.
- Knowledge of and a demonstrated commitment to quality processes and evidence based practises, identifying areas for improvement and contributing to these improvements
- Actively participate in Quality improvement projects and auditing as required to meet National Standards
- Actively participate in the quality auditing process.

**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)
- Commitment to ensuring a safe working environment for both internal & external clients through participation in safety audit programs.
- Actively strive to ensure identified risks are rectified.

**Wise Stewardship:**

- Commitment to the use of resources that reflect good patient care and hospital sustainability
- Demonstrate Calvary’s values in daily work practices.

**Community Engagement:**

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- 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.

**Mission:**

- Display behaviours in line with the mission and values, Hospitality, Healing, Stewardship and Respect
- Ensure that work is practiced and provided in accordance with the Mission of Calvary
- Ensure you are aware of and practice care within the guidelines of the CHA Code of Ethics

**Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Patients/visitors</li> <li>• Nurse Unit Managers</li> <li>• Staff</li> <li>• Executive Team</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Visitors/family members</li> <li>• Doctors</li> <li>• Canberra Imaging</li> <li>• Capital Pathology</li> <li>• Hospitals/Nursing Homes/Other Health Facilities</li> </ul>

**Position Impact**

Direct Reports:	<ul style="list-style-type: none"> <li>• Patient Services Manager</li> <li>• Nurse Unit Manager</li> <li>• Director of Finance</li> </ul>
Budget:	NA

**Selection Criteria****Essential:**

- Effective communication & interpersonal skills
- Demonstrated competence as nurse clinician

- Expertise and/or qualifications in specific speciality as required

***Desirable:***

- Medical Terminology
- Previous experience in hospital/medical environment
- Certificate 3 or above in Business Administration

**Approvals**

Job Holder's signature:

Date:

Manager's signature:

Date: