



Position Description

ALL CALVARY SERVICES

Version: [SYSTEM UPDATE] – CCID: UPDATE

Position Title:	Patient Services Officer		
Position Number:		Cost Centre:	C9240
Site/Facility:	Calvary Adelaide Hospital		
Department:	Patient Services		
Enterprise Agreement	Calvary Health Care Adelaide Support Services Enterprise Agreement		
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, effectively, 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

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.

Our Services include public and private hospital care, acute and sub-acute care, rehabilitation, home care services, retirement and aged care services, in both rural and metropolitan areas.

Accountabilities and Key Result Areas

Professional:

- 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.

Communication:

- 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.

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.

Service Development & Performance:

- 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.

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:	<ul style="list-style-type: none">• 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:	<ul style="list-style-type: none">• Patients• Visitors• Doctors Rooms and Pathology/Radiology companies

	<ul style="list-style-type: none"> • Private Health Insurers, Workers Compensation Companies, Department of Health, Department of Defence, Department of Veteran Affairs • External visitors / contractors
Position Impact	
Direct Reports:	Nil
Budget:	Nil
Selection Criteria	
<p>Essential</p> <ul style="list-style-type: none"> • 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. <p>Desirable</p> <ul style="list-style-type: none"> • 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: