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|  | Calvary Bruce Private Hospital All Calvary ServicesVersion:1.2  |

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| **Position Title:** | Surgical Bookings Administration Clerk /Officer |
| **Number of Positions:** | Various  | **Cost Centre:** | S1305 |
| **Site/Facility:** | Calvary Bruce Private Hospital  |
| **Department:** | Patient Services  |
| **Enterprise Agreement** | Calvary Bruce Private Hospital Health Professionals and Support Services Enterprise Agreement 2017 |
| **Classification:** | Grade 2 Year 1 |
| **Reports To:** | Patient Services Manager  |
| **Date of Preparation:** | 08 March 2017 | **Date Updated:** | 28.10.2024 |
| **Primary Description** |
| As part of the Patient Services Department, Surgical Bookings team plays a crucial role by providing the administrative and operational support between Hospital departments, Doctors clinic, Calvary Public Hospital, The Canberra Hospital and Patients. Surgical Bookings staff members will be responsible for ensuring an efficient administrative service and operational functions are carried out as per the policies and procedure set out within the team, and to bookings are completed in timely manner. Surgical Bookings Clerk/Officer must be able to undertake both Task 1 & Task 2 duties.The job holder will work under the general direction of the Patient Services Manager. |
| Organisational Environment |
| At LCM Health Care 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, 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 Bruce Private we work together to provide opportunities that empower and enrich our staff. |
| Accountabilities and Key Result Areas |
| ***Surgical Booking:*****Task 1*** Liaise with VMOs, and internal stake holders to finalize the **Draft Theatre List (3 days out)** and **Final Theatre List (1 day prior)** accordingly
* For **Final Theatre list** ensure the finalized times and relevant information are updated into IPM system and notify patients of admission and fasting times and distribute Final Theatre List to relevant stakeholders
* For **Draft Theatre List** ensure the list order is finalized on IPM as per the VMO’s confirmation
* Ensure **Public Patient program**/process are carried out accordingly, and ensure to attend monthly reconciliation meetings with TCH team.
* Ensure **CBPH.PPP Group email** is attended to in timely manner
* Ensure to process bookings from the RFA trays for future months on IPM.

**Task 2*** Maintain and ensure **Booking. CBPH Group email** is attended to regularly to complete following list:
* Print all RFA
* Action add-ons, cancellations, change of date, reschedules
* Resolving issues
* Ensure to notify to the relevant stakeholders of the above changes
* Enter emergency cases and after hours’ manual entry forms.
* Maintaining theatre booking inbox and resolving issues that present through this communication channel.
* Manage theatre utilization reports and sessions in consultation with OT manager
* Ensure to process bookings from the RFA trays for future months on IPM, and from RFA, enter patient’s details in all relevant areas to complete full registration including waiting list and completion of Pre-Admission data on IPM
* Provide clerical support to theatre staff when and required
* Place Health assessments for overnight patients in Pre-admission’s tray
* Understand Ketamine infusion admissions (day and overnight) and Sleep study processes.

***People and Culture:**** 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.

***Customer Service:**** Extend a professional, helpful and friendly attitude to all internal and external customers.
* To collaborate with Clinical staff and promote excellent customer service, which delivers prompt and efficient response to customers
* Communicate effectively and promote a supportive team approach within the ward to ensure good working relationships

***Leadership:**** Provides leadership to peers to support the philosophy and objectives of the department.
* Supports the goals, vision and strategic plan of the organisation
* Acts as a mentor for new staff and volunteer staff
* Accepts responsibility for own professional development
* Accepts delegated responsibility as directed by the Patient Services Manager and Clinical Nurse Manager
* Identifies need to change and assists in its implementation
* Maintains confidentiality at all times

***Quality:**** Actively participate in the development and implementation of the all quality initiatives and programs

***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)
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| **Key Relationships** |
| Internal: | * Patients/visitors/Families
* Management
* Nurse Unit Managers
* Staff
* Executive Team
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| External: | 1. Visitors/family members
2. Doctors/VMO’s
3. Canberra Imaging
4. Capital Pathology
5. Hospitals/Nursing Homes/Other Health Facilities
6. Health fund
7. Department of Defence & DVA
8. Third Party Insurance
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| **Position Impact** |
| Direct Reports: | *Patient Services Manager* |
| Selection Criteria |
| **ESSENTIAL:*** Demonstrated capacity for High Standards of Customer Service
* A demonstrated ability to organise work flows, set priorities, and use initiative in applying work practices.
* Demonstrated application of effective communication (oral and written), negotiation, problem solving and organisational skills, within a multidisciplinary team, and with consumers and their careers
* Accurate keyboard skills and sound administrative skills
* An understanding of and commitment to patient confidentiality.
* Flexibility and reliability.
* Professional presentation
* Ability to work in an environment of change
* Motivation and commitment to ongoing development
* A commitment to Calvary Bruce Private: Healing, Hospitality, Stewardship and Respect

**DESIREABLE:*** Demonstrated application of hospital based financial, billing and Patient Administration Systems (PAS), including handling cash receipt transactions and with a proven record of reliability and accuracy.
* An understanding of hospital admissions and discharge procedures and a demonstrated ability to apply, or willingness to learn.
* Demonstrated ability in computer applications, including Microsoft Office.
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