



## ROLE DESCRIPTION

<b>Role Title</b>	Patient Services Clerk – 24 Hour
<b>Classification Code</b>	Administrative Services Officer Level 2 (ASO2)
<b>Position Number</b>	P23847
<b>Local Health Network</b>	Yorke and Northern Local Health Network Inc.
<b>Hospital / Service / Cluster / RSS</b>	Port Pirie Hospital
<b>Department/Section / Unit/ Ward</b>	Patient and Administration Services
<b>Role reports to</b>	Team Leader, Patient Services
<b>Role Created/ Reviewed Date</b>	
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category B (Indirect contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

## ROLE CONTEXT

### Primary Objective(s) of role:

The Patient Services Clerk is responsible for the provisional registration of all overnight and day inpatients, planned and unplanned patient activity; and the provision of a high quality, confidential, customer focused administrative service to clients, staff and visitors for the Yorke & Northern LHN at Port Pirie Health Service.

The Patient Services Clerk is also responsible for the provision of internal and external communication across the entire hospital and the monitoring of various Security alarms and location of staff via Paging and Public address systems in everyday and emergency situations.

### Key Relationships/ Interactions:

#### Internal

- > Reports to the Team Leader, Patient Services and is accountable to the Director Corporate Services. Works as a member of the team to achieve team outcomes in a cooperative and constructive manner.

#### External

- > Maintains effective working relationships with all members of the Yorke & Northern LHN and staff from other agencies

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Dealing with the public in all situations and being able to keep calm and responsive in complex cases to prevent inappropriate escalation of any situation and to provide a successful outcome for all queries.
- > Timely and accurate data entry to provide best data available for funding and statistical purposes.
- > Being an effective team member within a 24 hour / 7 days a week team.
- > Ability to work alone if required and to use initiative within provided policy and procedures of the Yorke & Northern LHN and SA Health.

**Delegations:**

> Nil

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke and Northern Local Health Network Inc. values and strategic directions.

**General Requirements:**

\*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / YNLHN policies, procedures and standards.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

YNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. YNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**Special Conditions:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > A current SA Drivers' Licence and willingness to drive government vehicles may be required.
- > This position works within a 24 hour, seven day a week roster.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of a high quality customer service for both internal and external clients by:	<ul style="list-style-type: none"> <li>&gt; Providing a comprehensive support for all clients either by personal presentation or via telephone, with correct information or assistance with referrals to appropriate person for attention when and if required.</li> <li>&gt; Responding to incoming telephone calls and providing accurate information to telephone queries.</li> <li>&gt; Attending to visitors in the reception area in a professional manner and ensuring they are directed appropriately.</li> <li>&gt; Networking and establishing working relationships with other administrative colleagues.</li> <li>&gt; Taking and relaying clear and accurate messages.</li> </ul>
Ensure a professional, efficient administrative support service to the Patient Service by:	<ul style="list-style-type: none"> <li>&gt; Undertaking accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with Departmental practices and procedures.</li> <li>&gt; Responding to queries and urgent issues when directed.</li> <li>&gt; Undertaking desktop publishing as required; particularly urgent or confidential items as directed.</li> <li>&gt; Liaising with outside organisations and staff to obtain information.</li> <li>&gt; Assisting with the sorting, processing and distribution of electronic and hard copy correspondence as directed.</li> <li>&gt; Providing assistance to other senior member's division/directorate when requested.</li> <li>&gt; Distributing and receiving accommodation keys as required, utilising Accommodation spreadsheets as required. Advising appropriate staff when issues arise, including maintenance, linen and other issues that may arise.</li> <li>&gt; Upholding the rules and regulations of the Medical Records Department, ensuring no access by unauthorised staff, handling of sensitive and confidential documentation.</li> <li>&gt; Working under limited supervision, applying initiative and using limited judgement through precedents, guidelines, procedure, regulations and instructions.</li> <li>&gt; Collation of admission packages and ensuring adequate supply of all forms required for these packages are maintained.</li> </ul>
Maintaining accurate electronic & hardcopy records and files by:	<ul style="list-style-type: none"> <li>&gt; Updating, filing and retrieving of relevant records and files.</li> <li>&gt; Registering details onto the client management data system.</li> <li>&gt; Prepare / collate notes and appropriate forms for Day / Inpatient Admissions. Ensure forms are labelled and chart movement is recorded. Liaising with nursing staff and administration for allocation of beds.</li> <li>&gt; Ensuring case notes and case notes forms meet minimum data standards.</li> <li>&gt; In the event of a power failure or system failure implement and maintain Manual systems in accordance with the BCP.</li> </ul>
Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:	<ul style="list-style-type: none"> <li>&gt; Complying with workplace policies and procedures.</li> <li>&gt; Participating in all activities associated with the management of workplace health and safety.</li> <li>&gt; Comply by having a working knowledge and understanding of the requirements relating to confidentiality.</li> <li>&gt; Identifying and reporting all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace.</li> <li>&gt; Complying with and have a working knowledge and understanding of Infection Controlling policies and procedures.</li> <li>&gt; Utilising appropriate personal protective equipment.</li> <li>&gt; Promoting awareness and compliance with Equal Employment Opportunity principles.</li> <li>&gt; Ensuring cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate by the organisation.</li> <li>&gt; Ensure all mandatory training is completed annually, or as required</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Proven ability to communicate effectively both verbally and in writing with a wide range of clients, members of the community, health service staff and staff from other agencies.
- > Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
- > Proven excellent customer service skills.
- > Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
- > A high level of competency in the use of computers, word processing and office administration processes and procedures.
- > Sound word processing and data entry skills.
- > Ability to comply with the health service policy on confidentiality.

#### **Experience:**

- > Experience in providing administrative & clerical support services.
- > Developing spreadsheets, using the Microsoft Excel application.

#### **Knowledge:**

- > Experience in providing administrative & clerical support services.
- > Developing spreadsheets, using the Microsoft Excel application.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Possess proven organisational skills and an ability to cope with high volumes of work/enquires and meets deadlines.
- > Ability to use time and task management skills to optimise the organisation and efficiency of the Administration Department.

#### **Experience:**

- > Administration experience in a Health Service environment.

#### **Knowledge:**

- > Knowledge of Customer Service principles.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

The Patient Service departments' role is to provide a first point of attendance to clients within the health service by providing information on the health service and services provided. It also provides the administrative assistance for all admissions and discharges for the health service. It supports the health service for its statistical data and Casemix funding requirements. Patient Services Clerks are the custodians of the clients Medical Record.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: \_\_\_\_\_

Role Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_