

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Emergency Department Triage Clerk
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals North/North West - North West Regional Hospital (NWRH)
<b>Position Type:</b>	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
<b>Location:</b>	North West
<b>Reports to:</b>	Nurse Unit Manager (NUM) Emergency Department
<b>Effective Date:</b>	July 2020
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment

*NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

- Provide efficient and effective communication, administrative, clerical and reception support to both medical and nursing staff within the direct patient contact area of the Emergency Department (ED), including immediate attention to patients presenting for treatment.

## Duties:

1. Ensure a complete and accurate personal and financial profile is captured on each presenting patient, by assembling charts, collating all required forms and diagnostic reports in a legible manner.
2. Request and retrieve existing medical records and other patient related information as requested by nursing/medical staff. Sort and distribute patient's charts/files to appropriate areas and/or clinical staff.
3. Update and maintain the TrakED and the Patient Information System (iPM) database, and any other relevant IT systems.
4. Manage and maintain a coordinated approach to general clerical duties including photocopying, faxing, keeping forms as well as paperwork stocked adequately and updating call board.

5. Control and direct incoming calls to the ED. Answer patient and/or public enquiries, problem solve, or refer calls to the correct departmental/personnel.
6. Interview patients for non-booked admissions and complete all administrative procedures. Provide support to admissions clerk as required.
7. Liaise with other hospitals regarding patients' medical information.
8. Answer questions from staff (junior doctors) regarding logistical detail of the ED (location of forms paperwork or other).
9. Communicate with patients and their relatives within the ED in a professional, friendly and efficient manner.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

Day to day supervision is provided by Clinical Coordinator and Nurse Unit Manager. The occupant of this role is responsible for:

- The provision of a high level of clerical and reception support based on established procedures and practices with limited supervision and direction.
- Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

- I. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences

- d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Highly developed communication and interpersonal skills with the ability to liaise with all disciplines of professional staff.
2. Capacity to assist with the administrative aspects of managing critically ill and seriously injured patients.
3. Ability to be flexible and work as part of a team in a busy, demanding work environment, together with well-developed time management skills and the ability to prioritise work.
4. Ability to acquire a working knowledge and understanding of medical terminology, together with an understanding of terminal digit filing systems.
5. Ability to acquire a thorough working knowledge of computer systems - TrakED, iPM and PC packages, together with accurate data entry skills.
6. Ability to acquire a sound knowledge of the hospital's admission and discharge policy, billing procedures and Private Patient Schemes.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#)