

DEPARTMENT OF HEALTH

Statement of Duties

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| Position Title: | Customer Service Officer - Appointment Scheduling Clerk |
| Position Number: | Generic |
| Classification: | General Stream Band 2 |
| Award/Agreement: | Health and Human Services (Tasmanian State Service) Award |
| Group/Section: | Hospitals and Primary Care – Health Information Management Services (HIMS) |
| Position Type: | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| Location: | South |
| Reports to: | Manager, Outpatient Appointments and Theatre Bookings |
| Effective Date: | May 2020 |
| Check Type: | Annulled |
| Check Frequency: | 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 clerical support for the coordination and efficient operation of Outpatient reception areas.

Accurately collect manual and computerised patient information system data.

Perform duties in accordance with the policies and procedures relating to clinical, financial and administrative requirements for Outpatient HIMS.

Duties:

1. Schedule appointments for specific clinics in accordance with clinic timetables, ceilings and specific limitations that may apply to each clinic.
2. Process clinic alterations, additions and cancellations in liaison with clinical staff.
3. Register new patients and update demographic, clinical and financial data in the patient information system for all patients scheduled for clinic appointments.

4. Produce updated clinic lists and other system information as required.
5. Provide an effective and efficient reception service for all patients presenting to the clinic.
6. Receive and effectively manage telephone enquiries for appointments and other general information as requested by internal and external clients and the general public.
7. Assist in clerical training as requested by the Team Leader, Coordinator and/or Manager.
8. Undertake other clerical duties pertaining to HIMS as directed.
9. 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.
10. 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:

- Operate at an experienced clerical level with limited supervision from the Team Leader Outpatient Appointment Scheduling and/or the Manager, Outpatient Appointments and Theatre Bookings.
- Responsible for accurate and efficient data entry and a high standard of customer focused reception skills.
- Perform duties in compliance with the policies and procedures of Outpatient HIMS.
- 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. High level communication skills with the ability to liaise effectively with all levels of professional staff within and outside the hospital, together with a proven ability to maintain confidentiality and communicate directly with patients in a tactful and diplomatic manner.
2. Knowledge of patient information management systems, or the ability to quickly acquire this knowledge, together with clerical experience in a health care setting, and knowledge of medical terminology.
3. High level of accuracy and attention to detail in the operation of computerised patient information systems.
4. Ability to quickly acquire knowledge of payment classes relevant to patients in a hospital setting and to apply this knowledge to required revenue procedures.
5. Ability to set priorities and work with flexibility, speed and accuracy in a public environment with a demanding schedule.
6. Understanding of Work Health and Safety Guidelines.

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](#).