

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Booking Clerk
Position Number:	509564
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals & Primary Care - Health Information Management Services
Position Type:	Permanent, Full Time/Part Time
Location:	South
Reports to:	Manager, Outpatient Appointments and Theatre Bookings
Effective Date:	May 2016
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:

Provides efficient and quality business processes associated with the Royal Hobart Hospital (RHH) Elective Surgery Waiting List and Theatre bookings, utilising the Hospital Information System and communication with a wide spectrum of internal and external customers.

Provides a high level of administrative and clerical support to the Unit using significant initiative and discretion.

Duties:

1. Provide clerical and administrative services for the management of the Elective Surgery Waiting Lists and Theatre Bookings, including assisting with clerical and clinical auditing on processes to ensure accurate record keeping is maintained.
2. Provide assistance to Liaison Nurses and Medical Staff to facilitate appropriate patient care for clients on the Elective Surgery Waiting List. Liaise with Surgeons as necessary when elective surgery lists require alteration to reflect changes and ensure accurate written and verbal communication is maintained with key stakeholders including Medical Professionals, General Practitioners and patients.

3. Update and maintain the Health Information System Patient Modules ensuring correct processes and guidelines including coding are followed when entering data into the Elective Waiting List, Theatre Booking, Patient Transfers and Discharges and Patient Registration modules.
4. Liaise with relevant nursing and medical staff on administrative matters concerning the planning and booking of Theatre lists to ensure appropriate theatre utilisation. Prepare Main Theatre, Endoscopy and Day Surgery Unit projected theatre lists in accordance with strict guidelines as defined by the relevant policies and procedures.
5. Undertake communication of admission to the waiting list, theatre booking, admission and pre-surgery admission clinic details including changes to times and dates of all patients booked to the elective surgery Theatres lists. Contact clients through written and/or telephone and arrange for interpreting service for pre-admission and admission as required.
6. Select and book patients across the surgical specialities that the role is allocated to. Book appropriate Pre-admission appointments as required and liaise with other Paraprofessionals.
7. Accept enquiries from patients, relatives and General Practitioners via telephone, email or mail regarding waiting list and admission and procedure dates, ensuring that matters are handled in a sensitive and confidential manner. Use own discretion in referring patient related issues to either nursing or medical staff as appropriate.
8. Utilise appropriate procedures to ensure accurate theatre session allocation data, including appropriate codes are entered in the Hospital Information Management System. Receive and refer requests to change theatre allocations to the Theatre Manager of the Pre-Operative Unit.
9. Participate in Quality Improvement activities, including accurate collection and collation of documentation for Ministerial Statistics. Perform bi-annual waiting list audits as broadly outlined in Agency Guidelines of the Pre-Operative Unit.
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:

- Undertake work required utilising established policies and procedures under routine supervision and direction on a daily basis, ensuring a high level of confidentiality of patient information.
- Responsible to the Manager, Outpatient Appointments and Theatre Bookings for undertaking the processes and communication required for the management of admission of patients to the elective surgery waiting list and arrangements required for theatre bookings under limited supervision.
- 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:

1. 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 written and verbal communication and conflict resolution skills with the ability to interact with patients and relatives in a confidential and sensitive manner.
2. Demonstrated ability to organise set priorities, problem solve, and meet deadlines together with a demonstrated capacity to handle a number of tasks concurrently in a demanding environment.
3. Ability to work effectively in a team environment, competency in communicating with all levels of staff in a professional manner and willingness to assist with information, training and performance evaluation of less experience staff.
4. Ability, or the capacity to develop this ability, to use the Waiting List, Patient Registration and Theatre Booking modules of the Hospital Information Management System and understanding of the principles and concepts of high-quality data entry, information management and auditing processes.
5. Sound knowledge and understanding of medical terminology, together with well-developed work processing and data entry skills and the ability to undertake training in new processes and procedures as required.
6. Sound knowledge of Hospital Policy relating to medical records, security and confidentiality, or the ability to acquire such knowledge. Thorough understanding of the Policy and Guidelines on the Management of Admission for Elective Surgery in Tasmanian Public Hospitals and associated business processes, or the ability to acquire an understanding of these policies.

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](#).