

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Patient Services Officer - Patient Travel Assistance Scheme (PTAS)
Position Number:	526119
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing Health Information Management Services – Patient Travel Assistance Scheme
Position Type:	Permanent, Full Time/Part Time
Location:	South, North, North West
Reports to:	Manager - Patient Travel Assistance Scheme (PTAS)
Effective Date:	February 2021
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 high level clerical support within the PTAS Unit, which entails a high standard of customer focused reception, database and clerical functions in support of patient travel, operating within the parameters of established PTAS policies and procedures associated with clinical, financial and administrative requirements.

Duties:

- I. Establish eligibility of patients and their escorts for financial assistance for travel and accommodation under the PTAS including:
 - Inpatients and Outpatients of Tasmanian health facilities for the transfer of treatment in other States.
 - Inpatients and Outpatients of Tasmanian health facilities transferring or returning to hospitals in other parts of the State.
 - Ambulatory patients who are residents of Tasmania and referred from the private sector for treatment, either intra or interstate.

2. Receive and effectively managing all incoming telephone, email and face to face patient travel enquiries.
3. Facilitate airline and accommodation reservations for patients and approved escorts.
4. Accurately maintain the Statewide PTAS database capturing patient details, travel and accommodation costs, referring and nominated specialists, medical speciality and treatment/procedure undertaken etc, which is integral to Executive FYI Reporting.
5. Prepare and process PTAS claims for reimbursement of patient/escort travel and accommodation expenses via Finance One.
6. Input and retrieve patient information using the hospital's computerised information system (CM9), in accordance with established system procedures and standards for the capture of patient details and patient activity.
7. Present and maintain a good interpersonal relationship with patients, clients, staff and the general public.
8. Provide training to relief administrative staff as requested by the Manager - PTAS.
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:

Under general supervision and direction from the Coordinator - PTAS or Manager - PTAS, the Patient Services Officer - PTAS will be responsible for:

- Organising patient and escort travel and accommodation requirements.
- Exercising initiative, judgement, and discretion in the provision of a confidential advisory and liaison service to applicants seeking assistance under the Patient Travel Assistance Scheme.
- Processing intrastate and specified interstate travel, consistent with PTAS Policy guidelines and delegations and accurately processing accounts and patient reimbursement through Finance One.
- Taking responsibility for the timely and accurate completion of clerical tasks and the integrity of data relating to patient travel, while ensuring tasks are completed in accordance with the current PTAS Policy.
- 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. Understanding of the Patient Travel Assistance Scheme (PTAS), or the ability to acquire such knowledge.
2. High level of interpersonal and communication skills, with the ability to liaise effectively with clients and staff at all levels.
3. Demonstrated keyboard and computer skills, including the ability to be trained in finance database operations and patient information systems.
4. Ability to maintain confidentiality, exercise initiative, judgement and discretion and to work without direct supervision.
5. Knowledge of medical terminology, or the ability to acquire such knowledge.

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](#).