

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Hospital Receptionist
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band I
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals North – Launceston General Hospital
<b>Position Type:</b>	Permanent/Casual, Full Time/Part Time/Casual
<b>Location:</b>	North
<b>Reports to:</b>	Team Leader - Communications
<b>Effective Date:</b>	May 2017
<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:

Undertake general duties and provide assistance/direction to the public.

Provide internal and external mail services.

Portray a professional and friendly image at all times when dealing with staff and the general public.

Maintain confidentiality and work according to all Agency and Hospital policies, procedures and guidelines.

## Duties:

1. Provide a reception and information service for the Launceston General Hospital, including the receipt and transfer of phone enquiries relating to patients.
2. Provide an internal and external mail service, including the dispatch of small freight items and maintenance of associated records.

3. In consultation with the Team Leader of Communications, arrange for ordering and receipt of stationery and other materials required by the unit.
4. Issue keys to authorised personnel and ensure appropriate procedures are adhered to.
5. Liaise with security personnel as required, record messages and monitor Emergency Warning and Intercommunication Systems (EWIS) in their absence.
6. Utilising the Patient Information Management System, provide standard reports as required.
7. 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.
8. 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:

The Hospital Receptionist undertakes duties in an efficient and discrete manner, acknowledging the importance of confidentiality, and is responsible for:

- Working collaboratively with staff from all areas of the Hospital, establishing a successful working partnership.
- Championing 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, exercising 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.
- Complying 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. Well-developed communication and interpersonal skills, with an ability to provide a confidential reception service.
2. Demonstrated ability to gain knowledge and skills in the use of communication and information systems.
3. Demonstrated ability to use judgement and initiative in organising day to day tasks.
4. Ability to work as part of a team, including complying with current WH&S and Workplace Diversity principles.

## 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](#).