

Position Description

POSITION:	Administration Clerk
ACCOUNTABLE TO:	Manager People & Culture
DEPARTMENT:	Administration
AWARD:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025

ORGANISATIONAL BACKGROUND

Robinvale District Health Services (RDHS) is a Multi-Purpose Service (MPS) located in North- West Victoria on the Murray River that provides a diverse range of services across a catchment area of approximately 60,000 square kilometres. In addition to service delivery in our immediate area, RDHS provides outreach services to the communities of Ouyen, Manangatang, Boundary Bend, Balranald, Wentworth and Dareton.

RDHS operates 20 acute beds, 54 residential aged care places and provide urgent care services to both the Robinvale and Manangatang communities. A comprehensive range of additional services include renal dialysis, midwifery, Visiting nursing, Allied health and early years.

Our Vision

Through leadership and innovation RDHS will improve the health, wellbeing and strength of our communities

Our Mission

To be accessible, build strong relationships, understand and meet people's needs and use resources wisely

Our Values



We interact with others as we would expect them to interact with us



We deliver high services with integrity, honesty and competence



We provide a standard of service and support which we would expect for ourselves



This means that we are dedicated to sustained promotion and success of the organisation



We work together in a positive, supportive manner

Position Description

Position statement

The Administration Clerk is responsible for providing high quality customer and administrative and clerical services in order to ensure effective and efficient administrative operations. It is a position that undertakes the effective operation of the administration/reception office areas and support of management in the operation of the Health Services.

Key Responsibilities

- Represent RDHS by ensuring a positive and professional attitude when greeting, farewelling, directing and assisting anyone at RDHS. This includes: employees, managers, visitors, clients, residents, volunteers, community members etc.
- Answer/direct all calls in a professional and polite manner at all times or take messages and forward to the appropriate person.
- Accurately and promptly produce correspondence in a professional manner, as requested. This includes: letters, memos, emails, minutes, reports, data entry, brochures etc.
- Participate in the daily "Mail Run" at RDHS (internal and external).
- Ensure all tasks are completed in a timely manner, meeting deadlines and promptly responding to all requests.
- Maintain client/patient confidentiality and privacy at all times.
- Ensure that reception areas are kept neat and tidy at all times, to provide a safe working environment and a proficient look to consumers entering RDHS.
- Accurately and timely maintain filing systems to ensure all records are current and stored in a secure location.
- Other duties as directed.

Ward Clerk

- Maintain current databases HMS, Harrison, and IPM
- Ensure patient admissions and discharges are processed in a timely manner
- Maintain the register of medical record numbers (MRN)
- Ensure that all client information is filed into the medical record in a timely manner.
- Medical records are retrieved as requested by Nurses or Health Professionals and then archived in a timely manner as required.
- Ensure that medical records for the month are coded and PRS2 data forwarded to Allegiance Systems for reporting.
- Maintain the Victorian Healthcare Experience Survey information and submit data to the Department of Health on a monthly basis.
- Provide clerical assistance to clinical staff where required
- Maintain medical records 'compactor', ensuring records are kept in number sequence and archived when required and according to guidelines.
- Ensure Urgent Care presentations are entered into IPM database and the UCC spreadsheet.
- Ensure Patient Registrations are processed in the IPM database
- Ensure archived medical records are destroyed when required.
- Monitor the Health and Wellbeing reception desk when required.

Health and Wellbeing Centre

- Maintain current databases HMS, Harrison, IPM, IMPS, and NSPISAR
- Provide clerical/administrative support to Primary Care clinicians, where required
- Ensure that all client appointments are communicated to the appropriate clinician/client in a timely manner.

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- Ensure that clinician statistics are entered into the correct database in a timely manner and that reporting is processed promptly at the end of each month.
- Ensure that primary care “cash takings” are recorded and balanced accurately on a daily basis
- Maintain the Meals on Wheels listing and undertake monthly roster mail-out.
- Participate in the coordination and provide clerical administrative support for the immunisations program.
- Maintain and coordinate client bookings for Ultrasounds and X-rays.
- Process Medicare claims and complete Medicare returns as required
- Ensure Patient Registrations are processed in the HMS and IPM databases
- Coordinate bookings for consult rooms located in the Health and Wellbeing Centre
- Action incoming referrals within policy timeframes
- Monitor the Ward Clerk reception desk when required

Midwifery

- Entering client data on Clinical software including Medical Director
- Scanning of documents
- Assisting with Booking In documents for MBPH including payment plans and private patients documentation
- Preparing packs for VMR, Dom home visits, Booking In etc
- Recalls for Cervical Screening Tests, Implanon, Mirena
- Stats/Reports
- Assisting with minor procedures
- Ordering supplies/resources

Organisational outcomes

- Operational management that is aligned with organisational direction and directives
- Effective coordination of hospital resources to ensure safe operational continuity
- Occupational Health and Safety Legislation, Acts and RDHS procedures are met.
- Ongoing quality improvement.
- Collaborative, productive and harmonious team environment
- High level of productivity is achieved

KEY SELECTION CRITERIA

Essential

- Demonstrated Clerical/Reception skills
- Good written and communications skills
- Ability to multi-task, work independently and as part of a team
- Current Drivers licence
- Police Check (Clear)

Desirable

- Certificate III in Business Admin or equivalent
- Experience in Health/Hospital Services
- Comprehensive skills in business application programs
- Tertiary Qualifications

Personal Behaviours & Attributes:

- Commitment to RDHS vision, mission and values
- Strong commitment to providing high levels of customer service (both internal and external stakeholders)

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- Initiative, flexibility and ability to work independently as well as in a team
- High levels of self-motivation and initiative
- Ownership and accountability of one's work
- High levels of confidentiality and integrity (relating to both data and verbal communication)
- Passion for the community and making the extra effort to achieve the desired outcomes

KEY PERFORMANCE INDICATORS FOR THIS POSITION

- To meet the minimum requirements of the position as stated in this Position Profile and as expressly agreed with your Manager
- To meet the objectives as agreed in your Performance Review Plan
- Completion of all prescribed annual competencies

GENERAL RESPONSIBILITIES FOR ALL POSITIONS

People & Culture

- Employees must comply with and demonstrate the organizational values.
- All employees of RDHS are required to participate in an annual Performance Review and Planning process, ensuring all documentation is provided for the personnel file.
- All employees will undertake a departmental orientation induction program and complete training requirements relevant to the position, including all mandatory training requirements
- On an annual basis complete mandatory training requirements
- RDHS adopts and applies the Victorian Public Sector Code of Conduct. Each employee has the right to a work environment free from any form of workplace harassment and bullying.

Administration

- Be conversant with RDHS policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

Diversity and Inclusion

- Conducts self in a way that is respectful of others
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity
- All staff are required to complete mandatory cultural awareness training

Occupational Health and Safety

- Each employee has the right to a safe working environment and should advise their Manager of any risk or condition likely to result in accident or injury.
- Ensure that work practices are carried out in such a manner that minimizes risks to patients/clients/care recipients/residents, other staff members and visitors
- Are confidently able to complete a VHIMS incident report and report safety issues immediately to their manager/supervisor and/or Safety Representative
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities
- RDHS is a totally smoke free work place.
- All employees of RDHS must comply with the health service's Infection Control Policy (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza and Covid-19.

Quality and Safety

- Demonstrate a commitment to the delivery of quality services
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role
- Ensure all RDHS activities are in accordance with the National Safety and Quality Health Service Standards (organisation wide)

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- To actively participate in the review and continuous improvement of the quality and safety of clinical care including contribution to external accreditation processes
- To identify and make recommendations on opportunity to improve processes, quality and safe service delivery outcomes on clinical services provided as appropriate
- Be able to identify risks and follow RDHS Risk Management Policy and Procedure
- Have processes to monitor and evaluate the performance of the services provided by the work area

Authority and Conditions

- All employees of RDHS must sign a Confidentiality Statement. This is to ensure that employees shall not at any time during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of RDHS are required to recognize consumer rights and operate within the Charter of Human Rights
- Operate in accordance with the Delegation of Authority Framework.

OTHER RELEVANT INFORMATION

- Appointment is subject to a six month qualifying period from the date of commencement
- Appointment is subject to satisfactory clearance of a current Police and Working with Children Check
- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- Management may alter this Position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s)
- A Probation Review will occur six (6) months from commencement, then annually taking account of the key roles and responsibilities outlined in this position description. In addition to reviewing performance (individual and work team), the annual meeting provides an opportunity to ensure role clarity, revise key performance activities/measure and set development objectives and goals for the year ahead

I have read, understand and agree to comply with the duties and responsibilities of this Position Profile.

I accept the above Terms of Employment.

Name:

Signed:

Date:

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