

POSITION DESCRIPTION

Switchboard Emergency Reception Clerk - Reliever



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Switchboard Emergency Reception Clerk - Reliever
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020
Position Classification:	HS1A-HS1
Who does this position report to:	Team Leader Communications and Emergency Reception
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Green Street Campus
Primary purpose of the position:	The role of Switchboard Emergency Reception Clerk provides the first point of contact at Main Reception and the Emergency Department for external/internal callers and patients and visitors attending Northeast Health Wangaratta (NHW). This role requires high level customer service provision utilizing extensive clerical knowledge and a commitment to effective and efficient service delivery within a team environment.
Position Description reviewed:	September 2021

Key Accountabilities:

1.	Provide switchboard and reception services utilising high quality customer service skills and AIDET principles in a calm and courteous manner
2.	Registering patients in Emergency Department
3.	Monitor emergency telephone and alarm panels
4.	Operate paging system
5.	Gathering, checking, and entering patient data required for all related processes
6.	Retrieval of Medical Records (on appropriate shifts)
7.	Processing documentation/Medical Records pertaining to emergency presentations
8.	Processing internal/external mail
9.	Ability to operate appropriate equipment – switchboard, paging system, PA system, printers, copier/scanner, EFTPOS, etc
10.	Participate in the development of a safe and healthy workplace
11.	Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
12.	Other tasks as directed

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Key Relationships:	
Internal	External
1. All NHW Staff	1. Patients and Visitors
Key Selection Criteria:	
1. Cert III/IV Business or equivalent experience – proven clerical ability	
2. Excellent standards in communication and telephone techniques	
3. Sound clerical/administration skills	
4. Ability to work flexible hours	
5. Skill base and experience to work well under pressure with competing demands	
6. Able to work individually and as part of a professional team utilizing time management skills, the ability to work with minimal supervision, and meeting required time demands	
7. Has attributes in line with the organisations values	
8. Proven ability to maintain a high level of confidentiality	
9. Competence in Microsoft Office (Outlook, Word, Excel)	
10. Accurate data entry skills including excellent attention to detail	
11. Ability to quickly grasp ideas, concepts and systems	
12. Previous health industry experience, with knowledge and understanding of medical terminology	
13. Experience using a patient management system (preferably VITAL) – desirable	
In addition to the above, all staff must have an remain current for continued employment, the following:	
1. Covid-19 Vaccination	
2. Current Class C Driver’s Licence	
3. A current National Police Check (renewed every 3 years)	
4. A current Employer Working with Children Check (renewed every 5 years)	
Immunisation:	
It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination and yearly Flu Vaccination required.	
Diversity:	
We encourage you to bring your ‘whole self to work’. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.	
Mandatory Training:	
It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.	
Performance & Accountability:	

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A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

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Signature:	
Date:	

POSITION DESCRIPTION – Jobs Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Switchboard Emergency Reception Clerk - Reliever
Department / Unit:	Communications & Ward Clerks
Workplace Location:	Green Street Campus

Frequency Definitions:	
I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks					X	
Standing	Remaining standing without moving about to perform tasks	X					
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes	X					
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	X					
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)	X					
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					
Driving	Operating any motor powered vehicle						X

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Sensory Demands:						
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc					X
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries		X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals					X
Taste	Use of taste is an integral part of work performance, eg: Food preparation					X
Touch	Use of touch is an integral part of work performance	X				
Psychosocial Demands:						
Distressed People	Eg: Emergency or grief situations.		X			
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X			
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X			
Environmental Demands:						
Dust	Exposure to atmospheric dust.	X				
Gases	Working with explosive or flammable gases requiring precautionary measures.					X
Fumes	Exposure to noxious or toxic fumes.					X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.					X
Hazardous Substances	Eg: Dry chemicals, glues.					X
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X			
Inadequate Lighting	Risk of trips, falls or eyestrain.	X				
Sunlight	Risk of sunburn exists from spending more than 10 minutes per day in sunlight.	X				
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X				
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X				
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.					X
The area below is for any special comments or notes on significant physical or other demands required to perform this job:						
Nil						