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| **SBU/Preadmission ADMINISTRATION CLERK** |
| **Position Title:** | SBU ADMINISTRATION AND PRE ADMISSION CLERK |
| **Classification:** | HS 1 | **Employment status** |  |
| **Enterprise Agreement:** | Health & Allied |
| **Reports to:** | Nurse Unit Manager & Team Coordinator |
| **Division:** | Surgical and Inpatient Services |
| **Organisational Context**The Royal Victorian Eye and Ear Hospital is a world class specialist hospital in eye and ear care that provides services across Victoria. As Australia’s only specialist eye, ear, nose and throat hospital, the Eye and Ear has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service.The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients. |
| **Our Vision -** Improving quality of life through caring for the senses.**Our Mission** - We aspire to be the world's leading eye and ear health service by:1. Excelling in specialist services
2. Integrating teaching and research with clinical services
3. Leading workforce capability
4. Partnering with consumers and communities
5. Building a sustainable future

**Our Values -** *Integrity, Care, Teamwork, Excellence* The Eye and Ear is an equal opportunity employer and is committed to providing a work environment which is free from harassment or discrimination and promotes cultural diversity and awareness in the workplace. The Eye and Ear is a smoke free environment. |
| **Role Purpose:*** To ensure that elective surgery episodes are effectively coordinated.
* To provide clerical and receptionist support to the pre-admission service, there by contributing to the best possible outcomes for customers and their families
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| **Key Responsibilities / Performance Outcomes** 1. **Work within an Ethically and Legally Sound framework** - Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. **Customer Service**

We shall satisfy our customer needs with accessible, efficient, on-time delivery of error free systems and services.* Promptly responding to the needs and enquiries of customers at reception, by letter and by phone.
* Consistently demonstrating customer focused behaviours.
* Maintaining responsibility for resolving customer queries.
* Demonstrating sensitivity to cultural needs and the difficulties experienced by patients and their families with regards to waiting times for surgery
* Coordinating multiple appointments to meet patient needs wherever possible.
1. **Clerical Data Entry and Administrative Duties**

To ensure that information relating to waiting list management and theatre allocation is accurately entered, updated and communicated in a timely manner and is consistent with clinical, administrative and hospital policies and procedures.1. **Team Work and Communication**

To build and maintain working relationships with internal/external customers, both within the Surgical Bookings / Pre admission Unit and across multidisciplinary teams and other hospital departments.* Accepting responsibility for service integration and providing a clear point of accountability and responsibility for internal/external customers to get information and support
* Demonstrating and promoting teamwork by respecting the abilities and contributions of others, depending on others to get the job done and providing assistance and support to others
* Demonstrating commitment to information and skill sharing within the Surgical Bookings / Pre admission Unit and involving other staff/customers in decision-making
* Attending and participating in inter and intra departmental meetings as required
1. **Continuing to improve our services**

To nurture individual and team based learning and by continuing to improve our services.* Participating in relevant ongoing education and attending at least three (3) relevant Hospital in-services per year including fire and safety training
* Using structures, documented processes and systems to maintain the quality of services
* Understanding performance expectations and assisting in the review of the quality of services provided
* Seeking and responding to feedback on the services provided
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| **QUALITY, SAFETY AND RISK MANAGEMENT** Ensure utilisation of systems designed to support quality, safety & risk management. This involves:* participating in the reporting and analysis of safety and quality data including risks or hazards
* participating in improvement activities
* participating in the reporting and analysis of quality initiatives and risk identification
* participating in appropriate professional development activities and other quality and safety training
* participating in health service activities required for accreditation
* Ensuring appropriate use of hospital resources
* Being aware of the financial requirements of the department and demonstrate an awareness of cost effective practice
* Participating in the annual performance appraisal process

The Eye and Ear Data Accountability Framework:Quality data held by the Eye and Ear is an asset which needs to be managed with the same diligence as any other asset.  Data integrity provides assurance that the data used for both internal and external use is reliable and trustworthy.  Each staff member plays an important role in ensuring the integrity of data, through the capture of accurate, reliable and meaningful data; and timely data entry, data management, correction of errors, and submission. The Eye and Ear staff should be familiar with and adhere to the Eye and Ear Data Accountability Framework. **OCCUPATIONAL HEALTH AND SAFETY** The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:* Comply with OHS legislative requirements and standards relevant to their area, and be familiar with own responsibilities.
* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions
* Fully co-operate with the Eye and Ear in any remedial actions it considers necessary to maintain a working environment which is safe and without risk to health and safety
* Ensure appropriate systems have been/and are being implemented and maintained to eliminate or minimise the risk of harm to employees, contractors, volunteers and students
* Participate in annual emergency procedures training

*All staff are required to have a satisfactory National Criminal Record Check. Only direct patient care/clinical employees are required to have a valid Working With Children Check.* |
| *Selection Criteria: Qualifications, Experience and Competencies:*  |
| **Education/qualifications/ memberships:** | **Essential**  | **Desirable** |
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| **Experience:** | **Essential**  | **Desirable** |
| * Computer Literacy
* Excellent communication skills
* Ability to work effectively within a multidisciplinary team
 | * Previous medical or hospital position
* Computer proficiency with PiMS patient management system
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| **Competencies:** | **Essential**  | **Desirable** |
| * Demonstrated commitment to quality
* Initiative and enthusiasm
* Attention to detail
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| **Key Working Relationships** (Internal)* Members of the department
* Medical Records
* Outpatients Booking Unit
* Switchboard
* Other departments
* Medical staff

(External)* Customers
* Community
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| **Authorisations** |  |
| Manager Name | Jane Habgood |
| Date Written or Reviewed | January 2018 |
| The Eye and Ear reserve the right to modify position descriptions as required. Staff will be consulted when this occurs. 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. |

Agreement

I have read, understood and agree to comply with the position description

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_