

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Theatre Clerk</b>		
<b>Division</b>	Nursing	<b>Unit</b>	Theatre
<b>Campus</b>	Leongatha		
<b>Classification</b>	HS1A		
<b>Award</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016-2020		
<b>Reports To</b>	Nurse Unit Manager Theatre		
<b>Position Approved By</b>	Director of Nursing Leongatha		

### Position Outline:

The role of the Theatre Clerk is one that involves excellent communication and interpersonal skills in dealing with patients, staff and visitors. The administrative function ensures that reports, files and data are accurately prepared and maintained.

A key component of the role is the positive relationship with team members in the delivery of personalised care. This requires:

- A team approach in the performance of theatre clerk duties.
- Excellent communication and interpersonal skills.
- Time management skills.
- An ability to function in a busy dynamic environment and prioritise workloads.
- An understanding of, and adherence to, confidentiality.

The primary activity of the Theatre Clerk is to provide clerical support to the Nurse Unit Manager, Preadmission Nurse and other theatre nursing staff and to liaise with Health Information, kitchen, general ward and other departments as required.

### Divisional Context:

The Nursing Division at GSHS is a dynamic team of nurses, personal care attendants, hotel and domestic workers, administrative staff, managers and a variety of key medical practitioners who provide a broad range of acute and nursing-based services to the South Gippsland Shire, including:

- Inpatient care
- Specialist Nursing Services
- Theatre
- Infection Control
- Residential Aged Care
- Clinical Support Services
- Hospitality Services
- Staff Education and Development

### Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

### Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Evidence Based Practise</li> <li>• Consistency of Practice</li> <li>• Innovative Practice</li> <li>• High Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Unwilling to Improve</li> <li>• Lack of Innovation</li> <li>• Non-Adherence</li> <li>• Inconsistency</li> <li>• Acceptance</li> </ul>
Individuality	<ul style="list-style-type: none"> <li>• Be Tolerant</li> <li>• Acknowledge Rights</li> <li>• Personalise</li> <li>• Support Individuals</li> <li>• Practice Self Care</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of Respect</li> <li>• Discriminating</li> <li>• Being Inconsiderate</li> <li>• Being Judgemental</li> <li>• Being Dismissive</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Value Teamwork</li> <li>• Involve Others</li> <li>• Actively Listen</li> <li>• Ask and Offer Solutions</li> <li>• Support Decisions and Change</li> </ul>	<ul style="list-style-type: none"> <li>• Poor Communication</li> <li>• Criticising Others</li> <li>• Being Negative</li> <li>• Not Open</li> <li>• Withholding Information</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Take Responsibility</li> <li>• Set Clear Expectations</li> <li>• Manage Performance</li> <li>• Results Focused</li> <li>• Ethically Bound</li> </ul>	<ul style="list-style-type: none"> <li>• Blaming Others</li> <li>• Unethical Behaviour</li> <li>• Underperforming</li> <li>• Unreliable</li> <li>• Shirking Responsibility</li> </ul>
Respect	<ul style="list-style-type: none"> <li>• Respect People</li> <li>• Respect Privacy</li> <li>• Respect Property</li> <li>• Respect Views</li> <li>• Be courteous</li> </ul>	<ul style="list-style-type: none"> <li>• Being Rude</li> <li>• Being Negative</li> <li>• Being Disrespectful</li> <li>• Being unhelpful</li> <li>• Disrespecting Property</li> </ul>
Empowerment	<ul style="list-style-type: none"> <li>• Take Initiative</li> <li>• Actively Participate</li> <li>• Ask Questions</li> <li>• Clarify Expectations</li> <li>• Empower Others</li> </ul>	<ul style="list-style-type: none"> <li>• Authoritarian</li> <li>• Discrimination</li> <li>• Blaming Others</li> <li>• Not Sharing</li> <li>• Stifling Development</li> </ul>

## Key Responsibilities

- Receptionist Duties:
  - Front line customer service, answer incoming calls, direct calls and messages appropriately and in a timely manner.
  - Greeting patients in reception area escorting to the theatre area, checking accuracy of registration details with patient and making any necessary amendments and updating patient files accordingly witnessing patient election.
  - Obtaining contact details for patient discharge transport.
  - Upkeep of the reception area and workspace Direct or Redirect patients, staff, family members to appropriate areas in hospital
- Data entry of patient information into IPM.
- Preparation of patient files (history) prior to admission.
- Printing wrist bracelets, labels and ensuring all relevant paperwork including pathology results are available at time of admission.
- Ordering stationery supplies as needed.
- Placing maintenance requests as needed.
- Maintains confidentiality at all times, whilst respecting the values, culture, wishes and vulnerability of clients by complying with GSHS Privacy Policies in relation to the obtaining, accessing, security, use and disclosure of private and health information.
- Recognises and maintains professional boundaries of the staff – client relationship.
- Reports client problems/concerns promptly to assist effective resolution of complaints.
- Proactively and accurately identifies those situations requiring assistance from other staff or medical staff and acts accordingly.
- Undertakes any reasonable task that is requested of you by the Nurse Unit Manager.

## Key Selection Criteria:

### Mandatory

- Current & satisfactory National Police Records Check.
- Intermediate computer skills, including Microsoft Office applications.
- Experience in file management, ensuring compliance with document management requirements.
- Demonstrated high level customer service skills, including verbal, written and telephone skills.
- Demonstrated ability to work with a diverse range of people.
- Ability to prioritise tasks and meet deadlines.
- Ability to maintain strict confidentiality and awareness of 'Privacy Act'.
- Demonstrated capacity of initiative and to work unsupervised.

### Desirable

- Demonstrated knowledge of medical terminology.

### OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

### Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

### Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

### **Values & Conduct**

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

### **Child Safety**

GSHS is a Child Safe organisation. The GSHS Child Safe Policy and Procedure applies to all staff, volunteers, students and contractors of GSHS. GSHS staff will:

- Protect and promote the health, safety and well-being of all children.
- Recognise vulnerability and identify risk and harm to children early.
- Respond appropriately, effectively and in a timely way to reduce risk and support children and their families to achieve improved outcomes.
- Promote culturally competent and responsive health care.
- Work together with families, community services providers and the statutory system in the best interests of children (DHHS Healthcare that Counts Guiding Principles, 2017).

### **Violence & Aggression**

GSHS seeks to promote a safe and inclusive workplace and community that are free from all forms of violence and aggression. GSHS staff:

- Are aware that supports are available for GSHS staff and volunteers who may be experiencing family violence.
- Identify, respond to and support consumers impacted by family violence as guided by organisational procedures.
- Identify, report and access support in relation to incidents of occupational violence and aggression.

### **Diversity & Inclusion**

GSHS is an equal opportunity employer. We recruit, employ, train, compensate and promote regardless of race, religion, colour, national origin, sex, disability, age, veteran status, and other protected status as required by applicable law.

### **Risk Management**

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence.
- Adhere to organisational risk management policy and procedures.
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities.
- Identify new and emerging risk.
- Contribute feedback to risk management review processes.

### **Professional Development & Performance Management**

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

#### Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

#### Clinical Supervision

GSHS' participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.

Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GSHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

#### Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

All staff are required to read, understand and sign the Confidentiality and Privacy Agreement that sets out specifically what is required, upon commencement of employment. These provisions form part of the terms and conditions of employment and any breach will be subject to disciplinary action as per the Performance Development and Discipline Policies, along with the relevant Enterprise Agreement.

#### Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS' discretion and activities may be added, removed or amended at any time.*

#### Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	