

POSITION DESCRIPTION

Position Title	Receptionist / Clerk		
Division	Administration	Department	Administration
Campus	Leongatha or Korumburra		
Classification	Clerk – WC Range		
Award	Health & Allied Services Award		
Reports To	Finance Manager		
Professional Relationships	All staff		
Date	February 2017	Replacement/ New Position	Replacement
Position Approved By	Finance Manager		

Position Outline:

The position of Receptionist / Clerk is a highly challenging and rewarding career opportunity within Gippsland Southern Health Service.

The Receptionist/Clerk is primarily responsible for providing confidential clerical support and general reception duties in the Front Offices at Leongatha and Korumburra Campus.

This objective is achieved by adhering to the following core principles:

- Maintaining professional standards at all times;
- Respecting the privacy and confidentiality of clients and their carers;
- Providing effective cooperation with all departments of GSHS;
- Ensuring duties are carried out in accordance with GSHS policies and procedures; and
- Ensuring practice is conducted in a way that supports the Occupational Health and Safety principles of GSHS.

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 and servicing a community health centre at Tarwin Lower, GSHS offers a broad range of specialist, general, acute, subacute, primary healthcare, residential aged care and community services.

GSHS employs 240 EFT, with a total of 450 staff across all sections of the organisation. A significant capital development was completed in December 2013 with the \$35M rebuild of the acute, subacute and primary health facilities at Leongatha.

Vision, Mission and Values:

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

Qualifications, Technical Skills & Experience:

Essential
<ul style="list-style-type: none"> Demonstrated ability to exercise good judgment and handle discretely matters of a sensitive nature; High level of interpersonal, communication and switchboard skills; Demonstrated organisational skills including the ability to work without direct supervision, exercise initiative and discretion, and perform duties in a highly professional manner; and Capacity and willingness to be flexible and to adapt to changing environments.
Desirable
<ul style="list-style-type: none"> Previous experience in a rural health setting.

Key Responsibilities

CQI	Responsibility / Accountability
Person Centred	<ul style="list-style-type: none"> • Conducts oneself in a professional manner at all times. • Demonstrated ability to relate and be empathetic with the health clients, whilst maintaining confidentiality at all times. • Adheres to all principles of the State Services Authority and GSHS Code of Conduct. • Positively promotes GSHS services to both internal & external customers. • Is committed to continual personal and professional development to meet the changing needs of this position, career, GSHS & industry overall, including. <ul style="list-style-type: none"> ○ Attending staff meetings and in-service programs. ○ Maintaining knowledge, competency and skills relevant to the position through participation in the staff development program. This includes attending mandatory training (i.e. orientation to the organisation, Occupational Health and Safety and fire training). ○ Developing positive communication networks with supervisory staff and co-workers. ○ Reflecting on & critically evaluating own standards of practice and outcomes to continually improve and promote delivery of quality care. ○ Actively participating in the annual Performance Development and Engagement process ○ Acting as a positive role model, willing to share knowledge and experience with peers and others. ○ Recognising the need for care of self (physical, mental and emotional), and acting to promote same. • Provide assistance to Specialists with regard to appointment scheduling, consulting room bookings and other services as required. • Responsible for booking of specialist and radiology appointments.

CQI	Responsibility / Accountability
Driven By Information	<ul style="list-style-type: none"> • Ensure that all documentation is accurate and completed in a professional and timely manner. • Develop, maintain and keep appropriate filing systems. • Demonstrate ability to provide standard office procedures, secretarial practices and skills. • Demonstrate ability to complete the duties in the 'work schedule' as outlined & required for this position. • Carry out duties as directed by the Finance Manager as required. • Ability to operate and care for all office equipment (photocopier, etc.). • Perform other tasks as required including; maintain stock of stationery, organisation of appointments. • Demonstrated ability to effectively & efficiently use and keep up-to-date with the organisational computer system and software packages as appropriate. • Open, register and deliver daily external mail. • Demonstrated ability to compile monthly statistics. • Demonstrated ability to raise radiology accounts.

CQI	Responsibility / Accountability
Organised for Safety	<ul style="list-style-type: none"> • Be aware of, and practice according to, the GSHS Mission and Philosophy. • Demonstrate the ability to work positively within a team to achieve team goals. • Work harmoniously with other team members to achieve service delivery excellence. • Demonstrate understanding of all relevant internal & external policies and procedures that relate to this position. • Demonstrate commitment, participate and contribute to quality improvement programs and other facility activities to meet Service/Accreditation Standards. • Participate and contribute to occupational health and safety activities to ensure a safe work environment for clients, staff and visitors. • Ensure that Office staff are undertaking relevant training as required.

Each employee has the right to a safe working environment and they should advise their supervisor of any risk of condition likely to result in accident of 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 services 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 and Conflict

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.

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 process

Performance Management

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.

Additional Requirements:

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

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	