



GREAT OCEAN ROAD
HEALTH

CLINICAL ADMINISTRATION COVER

CASUAL

June 2024

1. Information for Applicants
2. Position Description
3. Employment Application Form
4. Organisational Structure
5. Geographical Location

INFORMATION FOR APPLICANTS

Clinical Administration Cover

1. Please provide a current **Resume** and prepare a **Cover Letter**. Applicants are also required to address each of the descriptors under the **“Required Education, Training, Knowledge and Experience”** section of the Position Description provided. Examples and descriptions of how you are able to meet these requirements must be provided.
2. Please complete the **Employment Application Form** and forward with your application.
3. Offers of employment will be conditional on relevant organisational pre-employment screening approvals including but not limited to a **Nationally Co-ordinated Criminal History Report**, current **Victorian Employee Working with Children Clearance** and **NDIS Worker Screening Check** (where relevant). **All** associated costs of obtaining all screening requirements are borne by the prospective employee.
4. All prospective employees are required to complete a **Staff Immunisation Pre-employment Questionnaire** and provide documented evidence of current immunisation. **All** associated costs of obtaining immunisation screening requirements are borne by the prospective employee.

In submitting your application you must be willing to participate in Great Ocean Road Health’s annual immunisation program as per Great Ocean Road Health’s Workplace Immunisation Policy. You understand and acknowledge that a state government public health order, direction and/or regulation may be applicable to the workplace and/or role that you are applying for. You acknowledge and agree to comply with any applicable COVID Health Requirement including, but not limited to, providing us with information regarding your COVID vaccination status upon our reasonable request. In accordance with Commonwealth & State Public Health Directives, COVID 19 Vaccine is a condition of employment.

5. Salary and allowances will be paid in accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 2025
6. Position is casual and may encompass 3 separate roles. Hours of work are as rostered, required and mutually agreed..
7. Great Ocean Road Health will pay superannuation in accordance with the *Superannuation Guarantee (Administration) Act 1992* to a nominated Superannuation fund.
8. Great Ocean Road Health provides equal opportunity and fair and equitable treatment in employment to all people without regard to race (including ethnic origin and nationality), colour, religion, gender, age, disability, political affiliation, marital status, actual or assumed physical, intellectual or psychological impairment, family or carer’s responsibilities, sex (including pregnancy and marital responsibilities) sexual orientation.
9. Great Ocean Road Health promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people. GORH encourages applications from Aboriginal and Torres Strait Islander people, people of all religious, cultural and linguistic backgrounds and sexual orientations, those who are gender diverse and people with disabilities.
10. Attach copies of relevant qualifications and Registration Certificates (if applicable) to your application.
11. The names of three professional referees are required including, if possible, your supervisor if you are currently working or a previous supervisor if you are not currently working.
12. For further information please contact Clinical Administration Team Leader, Jen Irlam, jen.irlam@gorh.vic.gov.au
13. **Applications close 5pm Monday 1st July 2024.**

14. Address applications to
People and Culture
Great Ocean Road Health
PO Box 84
Apollo Bay VIC 3233 or people.and.culture@gorh.vic.gov.au

Position Description Customer Services Officer

JOB TITLE

Position	Customer Services Officer
Classification	Administrative Worker Grade 1, (HS1)
Award	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 2025
Performance Appraisal	Initial review at three (3) months, then annually.

GREAT OCEAN ROAD HEALTH

Great Ocean Road Health is a rural public health service that has campuses at Lorne and Apollo Bay in South West Victoria. Our community members are offered acute hospital beds, residential aged care beds, a renal dialysis unit (Lorne), a 24 hour urgent care service, medical centres, community health care and in-home support services. Great Ocean Road Health was formed in 2019 with the amalgamation of Lorne Community Hospital and Otway Health.

OUR VISION

To create a person-centred, high quality experience for every great ocean road health consumer, every time.

OUR PURPOSE

To provide Great Health Care to enable people to live purposeful, healthy and engaged lives.

OUR VALUES

- ❖ **Genuine:** We are authentic; we do what we say we will do and motivated to extend ourselves in everything we do.
- ❖ **Respect:** We demonstrate integrity in every interaction, and we value the insights of staff, community members and our partners.
- ❖ **Empathy:** We listen to our staff, patients, residents and community member needs and help them on their journey to enhanced health and wellbeing.
- ❖ **Accountable:** We are accountable for all our actions and decisions - we deliver our strategic priorities in order to fulfil our purpose and best meet our community needs.
- ❖ **Teamwork:** We actively seek opportunities to work together in the spirit of collaboration.

POSITION BACKGROUND

Great Ocean Road Health's priority is to work with its client base and community to strengthen the community and ensure that people are well supported and able to improve and enhance their wellbeing.

KEY RESPONSIBILITIES

RESPONSIBILITY AREA 1: Organisational Responsibilities

ROLE SPECIFIC TASKS	MEASURES
<p>Organisation Culture</p> <ul style="list-style-type: none"> ▪ To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation. ▪ GORH strongly supports Equal Opportunity and Access to Services, and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, sexual diversity and orientation. 	<ul style="list-style-type: none"> ▪ GORH values are demonstrated by the individual and assessed in performance reviews.
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> ▪ Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace. ▪ Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice. ▪ Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program 	<ul style="list-style-type: none"> ▪ Level of compliance as determined through health and safety audits. ▪ Action taken to identify and report unsafe acts or hazards. ▪ Timeliness and effectiveness of corrective action. ▪ Demonstrated use of incident management system. ▪ Completion of required mandatory training and education.
<p>Risk Management</p> <ul style="list-style-type: none"> ▪ Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained. 	<ul style="list-style-type: none"> ▪ Awareness of risk management responsibilities. ▪ Evidence of issues identified and reported.
<p>Management and Control</p> <ul style="list-style-type: none"> ▪ Ensure all activities are within the approved policies, legal and ethical framework of the organisation. ▪ Understand and take responsibility to work within the delegations of authority. 	<ul style="list-style-type: none"> ▪ Evidenced by relevant audits. ▪ Reviewed in annual performance review.
<p>Safety & Quality</p> <ul style="list-style-type: none"> ▪ Report incidents on the incident reporting system. ▪ Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved. ▪ Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent. ▪ Partner with patients, carers and other consumers in activities to improve the safety and quality of care. 	<ul style="list-style-type: none"> ▪ Evidence of incident reporting. ▪ Evidence of initiation of and participation in relevant quality activities. ▪ Adherence to the relevant Standards. ▪ Demonstrated consumer focus of quality activities. ▪ Outcomes of all quality activities are recorded on the Quality Activity Register.
<p>Professional Development</p> <ul style="list-style-type: none"> ▪ Ensure skills are up to date and in accordance with best practice guidelines. ▪ Keep up to date with changes in Policies and Procedures. 	<ul style="list-style-type: none"> ▪ Demonstrated participation in the training/education of less experienced staff, undergraduate students and other professionals. ▪ Evidence of the identification of training and development needs and appropriate action being

<ul style="list-style-type: none"> Ensure all mandatory LMS training is undertaken within all required timeframes. 	<ul style="list-style-type: none"> taken to address gaps in skills and/or knowledge.
Child Safe <ul style="list-style-type: none"> Demonstrate an understanding of Child Safe Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct. A current Working with Children Check may be required for Great Ocean Road Health Employees 	<ul style="list-style-type: none"> Signed GORH Child Safe Code of Conduct. Assessed in performance review.
National Criminal History Check <ul style="list-style-type: none"> A current National Criminal History Check is required for Great Ocean Road Health Employees. 	<ul style="list-style-type: none"> Current criminal history check
COVID – 19 Immunisation <ul style="list-style-type: none"> COVID -19 immunisation is a condition of employment in Aged Care Facilities and for authorised workers during a State of Emergency. 	<ul style="list-style-type: none"> Evidence of COVID – 19 Vaccination
General Statement of Duties <ul style="list-style-type: none"> Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements. 	<ul style="list-style-type: none"> Assessed in performance review.

RESPONSIBILITY AREA 2: **Clinical Practice / Professional Practice**

Great Ocean Road Health strives to deliver the highest level of care possible. To enable this to occur, all personnel need to develop and maintain appropriate professional behaviours in all areas of practice. This covers both clinical and non-clinical workplaces, and is the physical manifestation of the Great Ocean Road Health values.

Clinical –

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none"> 	Not Applicable

Professional –

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none"> Attends reception and ensures that customer requirements are dealt with efficiently and effectively. 	<ul style="list-style-type: none"> Ensure the Reception area is presented at the highest standard, with no out-dated advertising or information displayed.
<ul style="list-style-type: none"> Receives incoming calls to the organisation. Forwards and announces the call to the correct extension or ensures messages taken are clear, concise and delivered promptly. 	<ul style="list-style-type: none"> 100% of client enquiries are answered or referred within an agreed timeframe.
<ul style="list-style-type: none"> Undertakes photocopying and laminating for customers. 	
<ul style="list-style-type: none"> Responsible, in conjunction with In Home Support Services staff, for rostering fleet car bookings and printing the daily car fleet sheet. 	
<ul style="list-style-type: none"> Makes Primary Care appointment bookings on electronic booking system. 	<ul style="list-style-type: none"> Ensures all booking invoicing required is completed in agreed timeframe utilising appropriate computer software as per Otway Health policies and procedures.
<ul style="list-style-type: none"> Receives and receipts payments for client accounts. 	<ul style="list-style-type: none"> Enters all revenue on Oracle ensuring correct amounts and codes are recorded.
<ul style="list-style-type: none"> Prepare bank deposits at the close of each day. 	<ul style="list-style-type: none"> Bank deposits are completed accurately daily or as requested by the Business Services Manager.
<ul style="list-style-type: none"> Assists Accounts Payable and Accounts Receivable 	

Officers as required.	
<ul style="list-style-type: none"> ▪ Complete catering and room booking requests. 	
<ul style="list-style-type: none"> ▪ Complete SWARH help desk for Kyocera maintenance with follow up call to Ryrie Business Machines. 	
<ul style="list-style-type: none"> ▪ Orders all consumables for printer/photocopiers. ▪ Complete monthly stationery order. 	

RESPONSIBILITY AREA 3: Information Management (inc Communication & Documentation)

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers trust, our reputation in the wider community and how they perceive Great Ocean Road Health.

<ul style="list-style-type: none"> ▪ Records all bookings for Marrar Woorn Neighbourhood House, meeting rooms and service providers – ensuring correct payment where applicable. 	<ul style="list-style-type: none"> ▪ Handover is completed for each shift of work when another employee is to relieve the customer service officer.
<ul style="list-style-type: none"> ▪ Complete Intranet uploads and position vacant uploads as required. 	

SCOPE OF PRACTICE

The Customer Services Officer will be limited to:

- The provision of approved information to persons presenting at the Customer Service Centre.

ORGANISATION CHART

Reports to: Clinical Administration Team Leader

Supervises: Nil

External Liaisons: Represents Great Ocean Road Health to the community as required
Establishes and maintains relevant networks and links with appropriate agencies

Internal Liaisons: All Great Ocean Road Health staff

REQUIRED EDUCATION, TRAINING, KNOWLEDGE AND EXPERIENCE

1. Essential Education: Not applicable
2. Essential Requirements:
 - Experience in a customer service role.
 - Experience in developing and completing administration tasks.
 - Excellent computer, verbal and written communication skills.
 - Ensures written communications contain necessary information to achieve their purpose.
 - Cooperates and works well with others in pursuit of team goals.
 - Strong work ethic.
 - Excellent organisational skills.
 - Adaptable to new ideas and changed priorities.
 - Listens to customers; actively seeks options to meet customer needs; seeks ways to improve services.
 - Listens to and acknowledges that the concerns of others have been heard; clarifies the problems, seeks options to resolve conflict; negotiates agreed actions to deal with conflict.
3. Desirable Skills: Advanced computer skills.

PERFORMANCE STANDARDS

Evidence of completion of competencies relating to your current role.

AGREEMENT

Pre-Employment Health Declaration

Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease suffered, or existing injuries or disease that a person continues to suffer of which they are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment.

Position Description Approved

Manager/Director Signature

Date _____

Position

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Employee Signature

Date _____

Employee Name (please print)

Position Description

Hospital Receptionist/Administration Assistant

JOB TITLE

Position	Hospital Receptionist/Administration Assistant
Classification	Administrative Worker Grade 1 (HS1)
Award	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE 2021 2025
Performance Appraisal	Initial review at three (3) months, then annually with Director Clinical Services between April and June each calendar year

GREAT OCEAN ROAD HEALTH

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POSITION BACKGROUND

Great Ocean Road Health's priority is to work with its client base and community to strengthen the community and ensure that people are well supported and able to improve and enhance their wellbeing.

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Reception is the first point of contact for people visiting or telephoning the hospital. The position will include exposure to sensitive patient information therefore confidentiality is expected to be preserved at all times. Maintaining a health record system in accordance with the relevant standards for accreditation and privacy is essential. To display sound judgment in referring matters to senior staff and other staff. To provide timely, effective, efficient and well organized office systems and procedures.

The Receptionist will assist with the screening of visitors entering the Hospital and Nursing Home.

KEY RESPONSIBILITIES

RESPONSIBILITY AREA 1: **Organisational Responsibilities**

ROLE SPECIFIC TASKS	MEASURES
Organisation Culture <ul style="list-style-type: none"> ▪ To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation. ▪ GORH strongly supports Equal Opportunity and Access to Services, and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, sexual diversity and orientation. 	<ul style="list-style-type: none"> ▪ GORH values are demonstrated by the individual and assessed in performance reviews.
Occupational Health and Safety <ul style="list-style-type: none"> ▪ Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace. ▪ Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice. ▪ Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program 	<ul style="list-style-type: none"> ▪ Level of compliance as determined through health and safety audits. ▪ Action taken to identify and report unsafe acts or hazards. ▪ Timeliness and effectiveness of corrective action. ▪ Demonstrated use of incident management system. ▪ Completion of required mandatory training and education.
Risk Management <ul style="list-style-type: none"> ▪ Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained. 	<ul style="list-style-type: none"> ▪ Awareness of risk management responsibilities. ▪ Evidence of issues identified and reported.
Management and Control <ul style="list-style-type: none"> ▪ Ensure all activities are within the approved policies, legal and ethical framework of the organisation. ▪ Understand and take responsibility to work within the delegations of authority. 	<ul style="list-style-type: none"> ▪ Evidenced by relevant audits. ▪ Reviewed in annual performance review.
Safety & Quality <ul style="list-style-type: none"> ▪ Report incidents on the incident reporting system. ▪ Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved. ▪ Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent. ▪ Partner with patients, carers and other consumers in activities to improve the safety and quality of care. 	<ul style="list-style-type: none"> ▪ Evidence of incident reporting. ▪ Evidence of initiation of and participation in relevant quality activities. ▪ Adherence to the relevant Standards. ▪ Demonstrated consumer focus of quality activities. ▪ Outcomes of all quality activities are recorded on the Quality Activity Register.
Professional Development	<ul style="list-style-type: none"> ▪ Demonstrated participation in the training/education

<ul style="list-style-type: none"> ▪ Ensure skills are up to date and in accordance with best practice guidelines. ▪ Keep up to date with changes in Policies and Procedures. ▪ Ensure all mandatory LMS training is undertaken within all required timeframes. 	<ul style="list-style-type: none"> of less experienced staff, undergraduate students and other professionals. ▪ Evidence of the identification of training and development needs and appropriate action being taken to address gaps in skills and/or knowledge.
Child Safe <ul style="list-style-type: none"> ▪ Demonstrate an understanding of Child Safe Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct. ▪ A current Working with Children Check may be required for Great Ocean Road Health Employees 	<ul style="list-style-type: none"> ▪ Signed GORH Child Safe Code of Conduct. ▪ Assessed in performance review.
National Criminal History Check <ul style="list-style-type: none"> ▪ A current National Criminal History Check is required for Great Ocean Road Health Employees. 	<ul style="list-style-type: none"> ▪ Current criminal history check
COVID – 19 Immunisation <ul style="list-style-type: none"> ▪ COVID -19 immunisation is a condition of employment in Aged Care Facilities and for authorised workers during a State of Emergency. 	<ul style="list-style-type: none"> ▪ Evidence of COVID – 19 Vaccination
General Statement of Duties <ul style="list-style-type: none"> ▪ Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements. 	<ul style="list-style-type: none"> ▪ Assessed in performance review.

RESPONSIBILITY AREA 2: **Clinical Practice / Professional Practice**

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Clinical–

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none"> ▪ Not Applicable 	

Professional –

ROLE SPECIFIC TASKS	MEASURES
Reception <ul style="list-style-type: none"> ▪ To answer the telephone in a courteous and efficient manner, and refer callers to the appropriate area in the hospital. ▪ To take appointments and organization bookings as required. ▪ Monitor accommodation and room bookings. ▪ Monitor Aged Care Bus bookings. ▪ To receipt fees, eftpos and donations, balance daily and take to Finance. 	<ul style="list-style-type: none"> ▪ Correct and complete client information is collected and documented for each client registration. ▪ All Healthcare records and documentation are created, maintained and completed in accordance with GORH procedures. ▪ All Central record paper filing is correct and completed within 30 days of receipt.

- Ensure all trade people entering the hospital have signed in and given the appropriate identification badge.
- Maintain the Hospital Medical Records which will include electronic data management and file makeup, filing, and archiving, stationary, auditing and off-site storage.
- Collate statistics and prepare quality improvement projects in relation to medical records.

Administration

- Collate staff meal register each fortnight for the Payroll Office and balance at the end of the month.
- Maintain the hiring of equipment (crutches and other equipment) with the follow up of all unreturned items.
- To ensure daily patient data entry (TRAK, Care Link and other systems as required,).
- To ensure AIMS data is completed by the due date.
- (Inpatients, Urgent Care Service, Domiciliary and Quarterly
- Ordering and stock control for hospital with the approval of the Clinical Services Manager.
- Ensure compliments and complaint are recorded on VHIMS Assist with Volunteer program liaison and record keeping.
- Liaise with Support Service Manager regarding all vehicle servicing, repairs and monthly mileage recording as required. Maintain photocopier and facsimile machines.
- Complete End of Month processes.
- Accuracy of documentation is a key responsibility. Process invoices for private acute, dialysis patients, domiciliary visits and X-Rays.
- Receipt cash received in the Oracle system
- Provides data for audit and Quality improvement as requested.

System Development

- Assisting with selection and development of viable reception/administration systems required for timely and efficient co-ordination of hospital and administration activities and ongoing hospital/administration documentation.

Relationship Building

- Support in building positive relationships between the staff and community members. This involves responding to enquiries and emails that reflect agreed key messages.

Document Control

- Follows an effective system of document control (electronic and hard copy), which meets professional standards of reception/administration practice for

- All central records electronic filing is completed within 5 working days.
- Healthcare and central records files are reviewed for the purposes of archiving in accordance with Australian standards and legislation, as required.

<p>public record and health record keeping. This includes current documentation, archiving, storage and disposal.</p> <p>Procedures</p> <ul style="list-style-type: none"> ▪ Follows transparent and effective procedures that are in place to support the viability of the reception/administration system, and to facilitate quality assurance of all records <p>Client admissions</p> <ul style="list-style-type: none"> ▪ Ensures all new clients are assigned Unique Record (UR) Numbers via TrakCare generation. ▪ Ensures all Healthcare Records comply with GORH procedures. ▪ Compile admission and discharge packs. 	
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RESPONSIBILITY AREA 3: Information Management (inc Communication & Documentation)

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers trust, our reputation in the wider community and how they perceive Great Ocean Road Health.

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none"> ▪ Maintains competency in the electronic Healthcare Records system. ▪ Maintains the electronic TrakCare system. ▪ Maintains client details in Platinum as required. 	<ul style="list-style-type: none"> ▪ Procedures are followed to ensure consistency and quality of records and activities undertaken in the Records Office and Nurses' Station.

SCOPE OF PRACTICE

The Hospital Receptionist/Administration Assistant will be limited to:

- Ensuring that Great Ocean Road Health files are up to date and meet legislative requirements.
- Ensuring that archiving is undertaken in line with Australian standards and legislation and as identified in Great Ocean Road Health procedures.

ORGANISATION CHART

- Reports to: Director Clinical Services
Clinical Administration Team Leader
- Supervises: NIL
- External Liaisons: Department of Health and Human Services
Department of Health
Public Records Office Victoria
External bodies requesting information under FOI or Health Records Act
Apollo Bay General Practice
- Internal Liaisons: All Great Ocean Road Health staff

REQUIRED EDUCATION, TRAINING, KNOWLEDGE AND EXPERIENCE

4. Essential Education: Not applicable
5. Essential Requirements:
 - Good computer, verbal and written communication skills.
 - Ensures written communications contain necessary information to achieve their purpose.
 - Cooperates and works well with others in pursuit of team goals.
 - Excellent customer service skills.
 - Strong work ethic.
 - Excellent organisational skills.
 - Adaptable to new ideas and changed priorities.
6. Desirable Skills:
 - Experience working with record keeping systems and experience in a records role in the health sector is an advantage.
 - Knowledge of health services and administrative processes.
 - Experience in TrakCare
 - Certificate III in Health Administration or a willingness to undertake

PERFORMANCE STANDARDS

Evidence of completion of competencies relating to your current role.

AGREEMENT

Pre-Employment Health Declaration

Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease suffered, or existing injuries or disease that a person continues to suffer of which they are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment.

Position Description Approved _____ Date _____
Manager/Director Signature

Position

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Employee Signature Date _____

Employee Name (please print)

Position Description

Medical Records / Ward Clerk

JOB TITLE

Position	Medical Records / Ward Clerk
Classification	Administrative Worker Grade 1 Level 1 (HS1) – Grade 1 Level 4 (HS16)
Award	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2021 2025
Performance Appraisal	Initial review at three (3) months, then annually with Director Clinical Services between April and June each calendar year

GREAT OCEAN ROAD HEALTH

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OUR VALUES

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- ❖ **Respect:** We demonstrate integrity in every interaction, and we value the insights of staff, community members and our partners.
- ❖ **Empathy:** We listen to our staff, patients, residents and community member needs and help them on their journey to enhanced health and wellbeing.
- ❖ **Accountable:** We are accountable for all our actions and decisions - we deliver our strategic priorities in order to fulfil our purpose and best meet our community needs.
- ❖ **Teamwork:** We actively seek opportunities to work together in the spirit of collaboration.

POSITION BACKGROUND

Great Ocean Road Health's priority is to work with its client base and community to strengthen the community and ensure that people are well supported and able to improve and enhance their wellbeing.

The Medical Records / Ward Clerk is responsible for ensuring that Great Ocean Road's Health and Central Records files are up to date and in line with legislation and assists Clinical Management with all administrative tasks as delegated to them.

KEY RESPONSIBILITIES

RESPONSIBILITY AREA 1: **Organisational Responsibilities**

ROLE SPECIFIC TASKS	MEASURES
<p>Organisation Culture</p> <ul style="list-style-type: none"> ▪ To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation. ▪ GORH strongly supports Equal Opportunity and Access to Services, and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, sexual diversity and orientation. 	<ul style="list-style-type: none"> ▪ GORH values are demonstrated by the individual and assessed in performance reviews.
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> ▪ Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace. ▪ Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice. ▪ Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program 	<ul style="list-style-type: none"> ▪ Level of compliance as determined through health and safety audits. ▪ Action taken to identify and report unsafe acts or hazards. ▪ Timeliness and effectiveness of corrective action. ▪ Demonstrated use of incident management system. ▪ Completion of required mandatory training and education.
<p>Risk Management</p> <ul style="list-style-type: none"> ▪ Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained. 	<ul style="list-style-type: none"> ▪ Awareness of risk management responsibilities. ▪ Evidence of issues identified and reported.
<p>Management and Control</p> <ul style="list-style-type: none"> ▪ Ensure all activities are within the approved policies, legal and ethical framework of the organisation. ▪ Understand and take responsibility to work within the delegations of authority. 	<ul style="list-style-type: none"> ▪ Evidenced by relevant audits. ▪ Reviewed in annual performance review.
<p>Safety & Quality</p> <ul style="list-style-type: none"> ▪ Report incidents on the incident reporting system. ▪ Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved. ▪ Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent. ▪ Partner with patients, carers and other consumers in activities to improve the safety and quality of care. 	<ul style="list-style-type: none"> ▪ Evidence of incident reporting. ▪ Evidence of initiation of and participation in relevant quality activities. ▪ Adherence to the relevant Standards. ▪ Demonstrated consumer focus of quality activities. ▪ Outcomes of all quality activities are recorded on the Quality Activity Register.
<p>Professional Development</p> <ul style="list-style-type: none"> ▪ Ensure skills are up to date and in accordance with best practice guidelines. ▪ Keep up to date with changes in Policies and Procedures. ▪ Ensure all mandatory LMS training is undertaken within all required timeframes. 	<ul style="list-style-type: none"> ▪ Demonstrated participation in the training/education of less experienced staff, undergraduate students and other professionals. ▪ Evidence of the identification of training and development needs and appropriate action being taken to address gaps in skills and/or knowledge.
<p>Child Safe</p> <ul style="list-style-type: none"> ▪ Demonstrate an understanding of Child Safe 	<ul style="list-style-type: none"> ▪ Signed GORH Child Safe Code of Conduct. ▪ Assessed in performance review.

Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct. <ul style="list-style-type: none"> A current Working with Children Check may be required for Great Ocean Road Health Employees 	
National Criminal History Check <ul style="list-style-type: none"> A current National Criminal History Check is required for Great Ocean Road Health Employees. 	<ul style="list-style-type: none"> Current criminal history check
COVID – 19 Immunisation <ul style="list-style-type: none"> COVID -19 immunisation is a condition of employment in Aged Care Facilities and for authorised workers during a State of Emergency. 	<ul style="list-style-type: none"> Evidence of COVID – 19 Vaccination
General Statement of Duties <ul style="list-style-type: none"> Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements. 	<ul style="list-style-type: none"> Assessed in performance review.

RESPONSIBILITY AREA 2: **Clinical Practice / Professional Practice**

Great Ocean Road Health strives to deliver the highest level of care possible. To enable this to occur, all personnel need to develop and maintain appropriate professional behaviours in all areas of practice. This covers both clinical and non-clinical workplaces, and is the physical manifestation of the Great Ocean Road Health values.

Clinical –

ROLE SPECIFIC TASKS	MEASURES
	Not Applicable

Professional –

ROLE SPECIFIC TASKS	MEASURES
Client admissions <ul style="list-style-type: none"> Ensures all new clients are assigned Unique Record (UR) Numbers via TrakCare generation. Healthcare & Administrative Records <ul style="list-style-type: none"> Ensures all Healthcare Records comply with GORH procedures. Maintains the tracking system for Healthcare records. Advises Director of Clinical Services of any issues, trends or problems with the Records systems. Carries out archiving of Healthcare and Central records as required in accordance with the Australian Standards and Legislation. General Administrative duties <ul style="list-style-type: none"> Reception and telephone operation of the Nurses' Station. Photocopying, filing, mail distribution and faxing. Data entry, as required. Appointment and meeting scheduling. Stores and pharmacy, purchase order inventory and invoice reconciliation. Liaison with clinical and other divisional staff. Mail and banking undertaken on daily basis or as required. Compile admission and discharge packs. 	<ul style="list-style-type: none"> Correct and complete client information is collected and documented for each client registration. All Healthcare records and documentation are created, maintained and completed in accordance with GORH procedures. All Central record paper filing is correct and completed within 30 days of receipt. All central records electronic filing is completed within 5 working days. Healthcare and central records files are reviewed for the purposes of archiving in accordance with Australian standards and legislation, as required.

RESPONSIBILITY AREA 3: **Information Management (inc Communication & Documentation)**

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers trust, our reputation in the wider community and how they perceive Great Ocean Road Health.

ROLE SPECIFIC TASKS	MEASURES
<ul style="list-style-type: none">▪ Maintains competency in the electronic Healthcare Records system.▪ Maintains the electronic TrakCare system.▪ Maintains client details in Platinum as required.▪ Maintains an incoming mail register.	<ul style="list-style-type: none">▪ Procedures are followed to ensure consistency and quality of records and activities undertaken in the Records Office and Nurses' Station.

SCOPE OF PRACTICE

The Ward & Records Clerk will be limited to:

- Ensuring that Great Ocean Road Health files are up to date and meet legislative requirements.
- Ensuring that archiving is undertaken in line with Australian standards and legislation and as identified in Great Ocean Road Health procedures.

ORGANISATION CHART

Reports to: Clinical Administration Team Leader

Supervises: NIL

External Liaisons: Department of Health and Human Services
Department of Health
Public Records Office Victoria
External bodies requesting information under FOI or Health Records Act
Apollo Bay General Practice

Internal Liaisons: All Great Ocean Road Health staff

REQUIRED EDUCATION, TRAINING, KNOWLEDGE AND EXPERIENCE

7. Essential Education: Not applicable

8. Essential Requirements:

- Good computer, verbal and written communication skills.
- Ensures written communications contain necessary information to achieve their purpose.
- Cooperates and works well with others in pursuit of team goals.
- Excellent customer service skills.
- Strong work ethic.
- Excellent organisational skills.
- Adaptable to new ideas and changed priorities.

9. Desirable Skills:

- Experience working with record keeping systems and experience in a records role in the health sector is an advantage.
- Knowledge of health services and administrative processes.
- Experience in TrakCare
- Certificate III in Health Administration or a willingness to undertake

PERFORMANCE STANDARDS

Evidence of completion of competencies relating to your current role.

AGREEMENT

Pre-Employment Health Declaration

Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease suffered, or existing injuries or disease that a person continues to suffer of which they are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment.

Position Description Approved

Manager/Director Signature

Date _____

Position

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Employee Signature

Date _____

Employee Name (please print)

EMPLOYMENT APPLICATION FORM

Position Applied For

Title :

Personal Details

Name :

Postal Address :

Home Address :

Email Address :

Telephone No(s) Home **Mobile Phone**

Do you wish to be contacted at work? Yes No **If yes, Work No:**

Residency Status

Australian Citizen Permanent Resident Other: *(specify, including status of work visa)*

Passport Number and Country of Issue

Are you Aboriginal or Torres Strait Islander? Yes No

Languages Spoken

Do you speak languages other than English? Yes No **If yes, specify:**

Police Check

Do you have a current police check dated within the last 6 months? Yes No

Have you lived overseas for 12 months or more in the last ten years? Yes No

If yes do you have an International Police Check? Yes No

Current Employment

Tick if already provided on CV and go to next section

Employer:

Name and Address:

.....

Position:

Length of Service: From To

Classification/Grade

Period of notice:

Status: (X) **Full Time** **Part Time** **Permanent** **Temporary**

Are any family members or friends currently, or have ever been employed by Great Ocean Road Health (including former Lorne Community Hospital and Otway Health)?

Yes **No** **If yes, please state:**

Position: Area of Service:

Dates employed:

Pre-Employment Declaration

Have you received an **Enhanced Resignation Package**? **Yes** **No**

Have you received a **Voluntary Departure Package** from any Victorian Government public sector department of agency within the last three calendar years? **Yes** **No**

Are you presently on **Long Service Leave** from another employer? **Yes** **No**

Previous Injuries? **Yes** **No** WorkCover Claims? **Yes** **No**

Educational Qualifications

Tick if already provided on CV and go to next section

Qualification Awarded (1):..... **Major Study?**

Institution: **Years of Study (eg 92-95)**

Qualification Awarded (2): **Major Study?**

Institution: **Years of Study (eg 92-95)**

Other Completed Course or Subjects:

.....

NB. Attach additional educational details.

Occupational Health & Safety

- In the interests of providing a safe work environment for all staff, applicants shortlisted for interview with Great Ocean Road Health will be requested to disclose all pre-existing injuries or medical condition which could foreseeably be affected by the nature of employment for which they are applying (as per the Position Description).
- This disclosure will not influence the selection process unless it is clear the pre-existing condition would prevent the applicant from safely carrying out the requirements of the position.
- Applicants are advised to consult their Doctor if they have a pre-existing injury or medical condition and are unsure about its relevance to the position for which they are applying.
- Prior to an offer of employment successful applicants may be required to provide a letter of medical clearance from their Doctor to undertake the position.

Referees

Tick if already provided on CV and go to next

(Please provide names of 3 referees who may be contacted in relation to your work history, experience and performance *Reference checks will be conducted legally in an ethical manner and all information derived will remain confidential.*)

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

2

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

3

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

Declaration:

I certify that the statements made by me in this application form and any supporting documentation (eg. resume, academic results, qualifications) are true and complete. I understand that false, inaccurate, misleading or untrue statements or knowingly withheld information may disqualify me from employment, or result in termination of employment with this organisation. I give permission for my nominated referees to be contacted as part of the recruitment process. I understand that, a Nationally Co-ordinated Criminal History Check, and Working with Children Check are a requirement of employment with GORH.

Signature of Applicant :		Date :	
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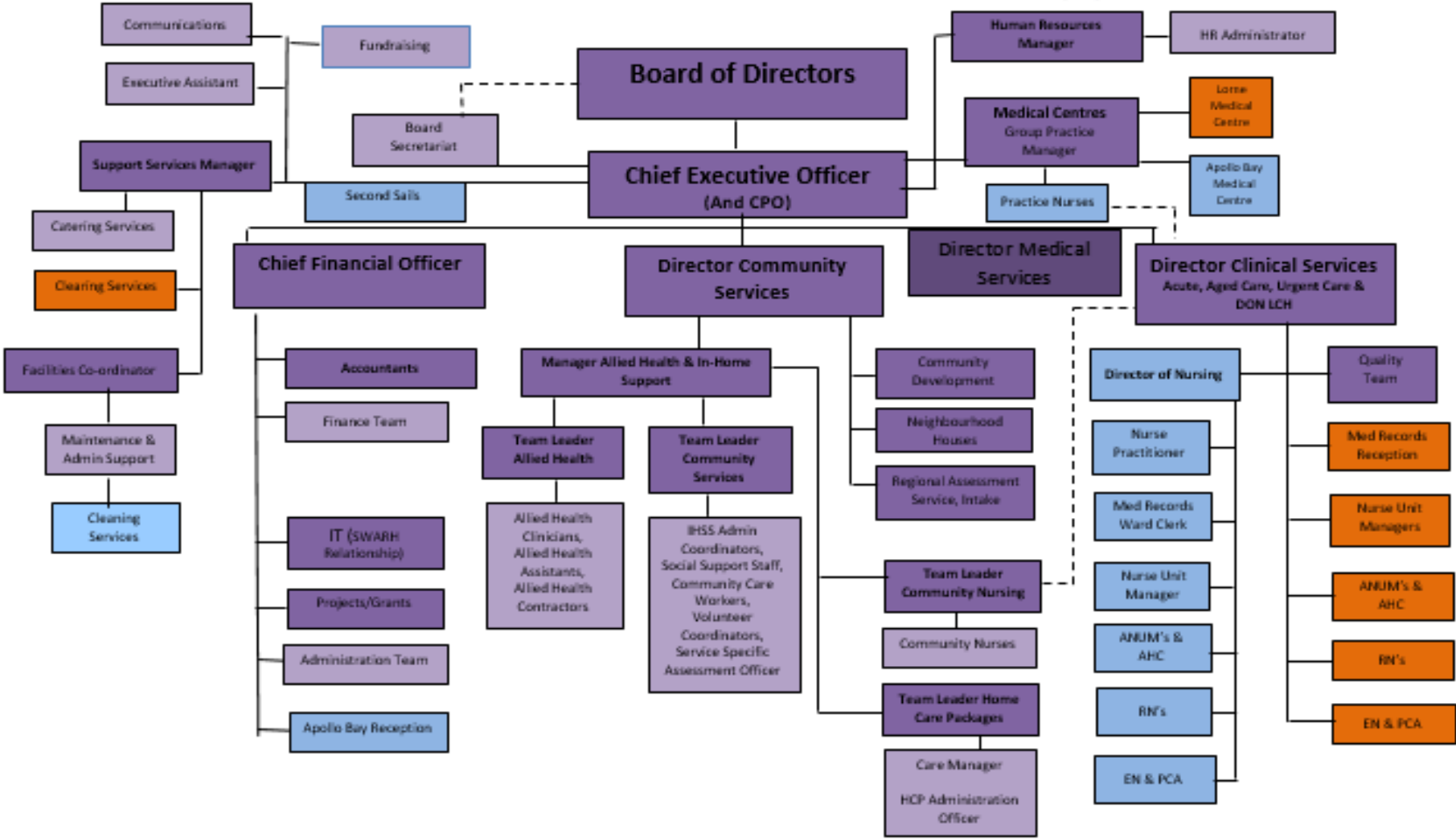
Privacy Statement

GORH respects the privacy rights of all applicants. Furthermore, the Board and Management are committed to ensuring that the organisation complies at all times with its obligations under the Information Privacy Act (2000), Health Records Act (2001), and the Commonwealth Privacy Act (1998).

GORH currently holds some information in relation to job applicants. This information includes, but is not limited to: Information relating to the personal details and work history of applicants (such as their home address, date of birth, nationality, residency status, languages spoken, their employment history, their educational qualifications, any illnesses or incapacities relevant to the position) There are a variety of reasons why GORH is required to hold this information. The purpose of the collection of this information includes: Ensuring the recruitment process is fair and equitable; and minimising risk to health, safety and welfare of all employees.

<p>Your application should be addressed to :</p> <p>Human Resources Great Ocean Road Health hr@gorh.vic.gov.au PO Box 84 Apollo Bay VIC 3233</p>	<p>Internal Use Only :</p> <p>Interview Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Advised by :</p> <p>Date :</p> <p>Time :</p> <p>Comments :</p> <p>.....</p>
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ORGANISATIONAL STRUCTURE 2022



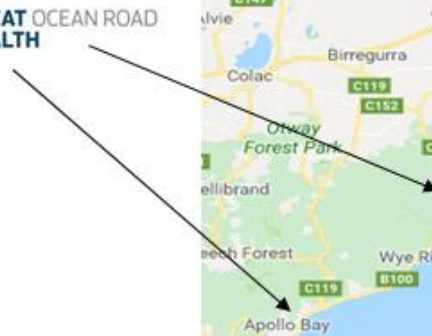
Geographical Location

Located along the Great Ocean Road

186km (2hrs 32 mins) from Melbourne



**GREAT OCEAN ROAD
HEALTH**



**GREAT OCEAN ROAD
HEALTH**

