

<b>Date</b>	OCTOBER 2016
<b>Position Title</b>	ADMISSIONS CLERK
<b>Division</b>	PATIENT SERVICES
<b>Reports to</b>	Team Leader- Patient Services

## **SECTION 1**

### **Position Summary**

<p>The Admissions Clerk is responsible for:</p> <ul style="list-style-type: none"> <li>• Working collaboratively with colleagues to achieve agreed targets for the Business Unit contributing to the achievement of overall strategic objectives of the Organisation and demonstrating the organisational values.</li> <li>• General clerical duties for the preparation and coordination of patient admission and discharge: <ul style="list-style-type: none"> <li>○ Data entry of patient details</li> <li>○ Health fund checks</li> <li>○ Preparation of Medical Record files</li> <li>○ Patient admission</li> <li>○ Patient discharge</li> <li>○ Receipting and balancing of monies</li> <li>○ Filing</li> </ul> </li> <li>• Providing a Reception / Switchboard Service to Bethesda Hospital</li> <li>• Liaise effectively with hospital departments, doctors' rooms, health funds and insurance companies</li> <li>• Work collaboratively with Patient Accounts to ensure appropriate approvals have been received for patient admission</li> <li>• General administrative duties to support the practices within the Admissions Department</li> </ul>
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## **SECTION 2**

### **Key Working Relationships**

<b>INTERNAL</b>	<b>EXTERNAL</b>
Manager- Administration Services	Patients
Team Leader- Patient Services	Private Health Insurance Funds
Clinical Nurse Managers	Doctors' Rooms
Pre- Admission Nurse	Visitors to the Hospital
Nurse Co-ordinators	Suppliers/ contractors
Ward Clerks	
Patient Accounts Team	

**SECTION 3**  
**KEY RESULT AREAS (KRAs) and KEY PERFORMANCE INDICATORS (KPIs)**

<p><b>KRA DEMONSTRATE THE BETHESDA VALUES</b></p> <p>Work displaying the values of teamwork, respect, integrity, compassion, excellence and professionalism.</p>	
<p><b>Behavioural Descriptors</b></p>	<p><b>KPI</b></p>
<ul style="list-style-type: none"> <li>▪ Adhere to the Bethesda values and consistently behave in an honest and ethical way.</li> <li>▪ Recognise difference in people</li> <li>▪ Treat people with respect and dignity</li> <li>▪ Provide prompt courteous and effective service to customers</li> <li>▪ Demonstrate appropriate confidentiality and duty of care</li> <li>▪ Show energy and commitment to tasks</li> <li>▪ Support a positive working environment</li> <li>▪ Follow organisational policy</li> <li>▪ Seek and participate in ongoing performance feedback, management and development</li> <li>▪ Evaluate and monitor own performance</li> <li>▪ Take personal responsibility for accurate completion of work</li> </ul>	<ul style="list-style-type: none"> <li>• Clear demonstration of Bethesda values in day-to-day work relationships</li> <li>• Participation in staff meetings</li> <li>• Attendance at training</li> <li>• Undertaking external development opportunities</li> <li>• Positive work relationships with colleagues</li> </ul>
<p><b>KRA IMPLEMENT THE VISION AND INNOVATION</b></p> <p>Build awareness of the Hospital's goals and identify, implement and communicate solutions and improvement opportunities to ensure achievement of the goals.</p> <p>Support organisational change initiatives through adaptability, facilitation and/or leadership</p>	
<p><b>Behavioural Descriptors</b></p>	<p><b>KPI</b></p>
<ul style="list-style-type: none"> <li>▪ Understand and support the Hospital's Vision, Mission and business objectives</li> <li>▪ Recognise how role contributes to the achievement of organisational goals</li> <li>▪ Learn about other parts of the organisation</li> <li>▪ Understand the relationship between specific tasks and business unit priorities</li> <li>▪ Participates in discussions around issues</li> <li>▪ Identify and suggest solutions to problems</li> <li>▪ Implement new work improved practices when required</li> </ul>	<ul style="list-style-type: none"> <li>• Assist delivering the Hospital's Mission and Vision</li> <li>• Developing improvement ideas</li> <li>• Demonstrated commitment to implementing continuous improvement solutions across the business unit</li> </ul>
<p><b>KRA COLLABORATE AS ONE TEAM</b></p> <p>Build, enhance and maintain interpersonal relationships with relevant stakeholders to achieve organisational goals</p> <p>Demonstrate appropriate leadership skills to build, empower and guide people to achieve organisational goals</p>	
<p><b>Behavioural Descriptors</b></p>	<p><b>KPI</b></p>
<ul style="list-style-type: none"> <li>▪ Communicate concisely with colleagues and customers</li> <li>▪ Use effective communication skills when listening and talking</li> <li>▪ Build positive relationships with colleagues and customers</li> <li>▪ Operate as an effective member of the team; works collaboratively</li> <li>▪ Share information with others that will support the team's goals</li> </ul>	<ul style="list-style-type: none"> <li>• Attendance and contribution in staff meetings</li> <li>• Evidence of positive working relationships</li> <li>• Grievances resolved in</li> </ul>

<ul style="list-style-type: none"> <li>▪ Follow direction of supervisor</li> <li>▪ Keep manager informed of work progress</li> <li>▪ Perform other duties as directed to support the completing of key outcomes of the business unit and Hospital</li> </ul>	<p>an effective and timely manner with all parties in agreement with outcome</p> <ul style="list-style-type: none"> <li>• Completion of performance reviews and development plans for self</li> </ul>
<p><b>KRA            KNOW THE BUSINESS</b></p> <p>Build and maintain awareness of the hospital's customers and the service which we operate.</p> <p>Perform the business of a private hospital; take appropriate action and follow up to help ensure realisation of results</p>	
<p><b>Behavioural Descriptors</b></p>	<p><b>KPI</b></p>
<ul style="list-style-type: none"> <li>▪ Take steps to ensure the provision of prompt, efficient and responsive customer service personally in work role.</li> <li>▪ Provide general clerical duties</li> <li>▪ Provide reception duties at main reception desk on rotation</li> <li>▪ Support admissions and records management process</li> <li>▪ Comply with governance, compliance and accountability requirements as directed by supervisor</li> <li>• Understand tasks, accountabilities, timelines and requirements of role</li> <li>• Plan work tasks for shift</li> <li>• Demonstrate flexibility to cope with day-to-day changes</li> <li>• Work to agreed priorities, outcomes, time constraints and assigned resources</li> <li>• Complete required documentation in correct format</li> <li>▪ Work to ensure the safety of self and others with in the legislative requirements of Occupational Safety and Health;</li> <li>▪ Use and store chemicals according to Material Safety Data Sheets; report all hazards and incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Follow current policy and procedures</li> <li>• Timely and accurate completion of work tasks</li> <li>• Timely reporting and resolution of complaints</li> <li>• High satisfaction rate from customers (internal &amp; external), patients and families</li> <li>• Accurate and timely documentation</li> <li>• Timeliness and accuracy of reports</li> <li>• Appropriate safety behaviour</li> <li>• Timely reporting of risks and safety hazards</li> </ul>

**SECTION 4**  
**Authority Levels**

- The Admissions Clerk is responsible for supporting the provision of outstanding customer service and for assisting in the development of positive relationships between the patient, doctor, significant others and other health professionals for the benefit of the patient's ongoing health care
- The Admissions Clerk, reports to the Team Leader- Patient Services and functions within the guidelines of the Policy and Procedures and Mission, Vision and Values.

**SECTION 5**  
**Selection Criteria**

<b>Qualifications</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Current Police Check (no more than 6 months old)</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Certificate II or III in Health Support Services</li> </ul>
<b>Knowledge</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Knowledge of OSH legislation and requirements</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Medical terminology</li> <li>▪ Medical record procedures and practices</li> <li>▪ Health fund services</li> <li>▪ Quality improvement and risk management processes</li> </ul>
<b>Skills</b>
<ul style="list-style-type: none"> <li>▪ Demonstrated keyboard, computer and typing skills, including experience in data entry, word processing and spreadsheet skills</li> <li>▪ Accurate typing (at least 40 words / minute)</li> <li>▪ Well developed written and verbal communication skills</li> <li>▪ Well developed organisational skills</li> </ul>
<b>Experience</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Organising own time and work processes to meet deadlines</li> <li>▪ Determining and exceeding customer expectations</li> <li>▪ Working effectively as part of a team</li> <li>▪ Building and sustaining relationships with colleagues and customers</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>▪ Switchboard and receptionist experience within a busy organisation</li> <li>▪ Previous experience as an Admissions Clerk</li> <li>▪ Patient admission experience</li> </ul>



**SECTION 6**  
**Acceptance of Position Description**

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Admissions Clerk

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Date

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Executive Manager Clinical and Support Services

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Date