

Position description

Position title	Emergency Department Clerk		
Department / Division	Emergency Department /		
Classification	Administration Officer Grade 1 (AO10-AO12)	Employment Status	Part time, Fixed Term
Position reports to	Administration Manager		
Location	The Royal Children's Hospital, Flemington Road, Parkville		

The Royal Children's Hospital
<p>The Royal Children's Hospital (RCH) has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. As a tertiary and quaternary centre, the RCH cares for the most critically ill and medically complex paediatric patients in Victoria. In addition to providing a full range of clinical services, the hospital also supports many health promotion and prevention programs. With more than 6,000 staff, 12 wards and 350 beds, the RCH is the major specialist paediatric hospital in Victoria and provides care for children and young people from Tasmania, southern New South Wales and other states around Australia and overseas.</p> <p>We are the state's busiest paediatric Emergency Department, often experiencing more than 300 presentations on any given day. The RCH is committed to working with health services across the state and plays a significant role in many critical state and nationwide services. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time, for the benefit of all Victorian children. The RCH is committed to the safety and wellbeing of all children and young people. Click here for further information on our Commitment to Child Safety: http://www.rch.org.au/quality/child-safety</p> <p>In April 2016, we became the first Australian hospital to implement the world-leading electronic medical record (EMR) and has a strong focus on supporting the successful delivery of the Parkville Connecting Care program – a shared EMR with The Royal Women's Hospital, The Royal Melbourne Hospital and Peter MacCallum Cancer Centre.</p> <p>The RCH is located within the Melbourne Biomedical Precinct, which is home to more than 45 world-class biomedical organisations, with collectively more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region.</p> <p>Further information on the RCH including the new RCH Strategic Plan 2019-21 Great Care, everywhere is available at www.rch.org.au</p>

ROLE PURPOSE
<p>The purpose of this position is to provide frontline customer service for patients and families presenting to the Emergency Department and clerical support to the clinical team.</p> <p>The role includes but not limited to a range of administrative tasks such as telephone enquiries, medical billing, appointment scheduling, patient registration and liaising with various medical professionals and other stakeholders.</p>

KEY ACCOUNTABILITIES

Operational

- Work within a team environment to provide a high-level customer focused administrative function, representing the Emergency Department.
- Be the first point of contact for the Emergency Department receiving telephone enquiries and person to person contact.
- Be responsible for the accurate and timely entering of information into the hospital database, ensuring adherence to department procedures.

Administration

- Register patients attending the Emergency Department.
- Develop and maintain strong working relationships and key internal and external stakeholders.
- Work collaboratively within a multidisciplinary team to ensure efficient and effective service delivery.
- Accurate use of hospital computer systems, ensuring patients are given all required information including private and public admissions processes within the hospital.
- Coordinate the discharge process for patients from the Observation Unit.
- Liaise with bed allocation staff to ensure efficient transfer of patients to wards.
- Process after-hours elective admissions.
- Contribute to the continuous improvement of processes and procedures within the department to assist in effective and efficient operations.
- Arrange outpatient appointments as required.
- Participate in projects as requested by the Department Manager.
- Assist with additional administrative tasks as requested, within the scope and skill set of this role.
- Complete any relevant Health Information Services scanning

Customer Service

- Meet and greet patients and families in a friendly and helpful manner
- Always ensure excellence in customer service
- Attend to patient enquiries
- Provide exceptional customer service to patients and families responding to enquiries and providing accurate information.
- Check and update patient details
- Answering and actioning desk phone calls
- Assist patients and families with finding their way
- Book clinic appointments in line with documented booking rules and clinic templates

General

- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders.
- Ensure Reception and working area is kept clean & tidy
- Maintain quality standards through active participation in regular audits, quality checks and listen to feedback
- Attend and participate in daily huddles as per roster
- Actively contribute to continuous improvement strategies and participate in project team activity as requested

- Ensure compliance with confidentiality and privacy obligations and other legislative requirements as appropriate
- Participate in activities including performance reviews and development plans; training and team activities as scheduled
- Utilise and support communication systems, including timely and accurate review of information impacting team operations and understanding of business requirements
- Assist in the induction and training of new staff according to documented procedures and work practices
- Other duties as directed consistent with the employee's skill level and classification

QUALIFICATIONS AND EXPERIENCE

Essential

- Proven experience working in a busy front-line customer service role dealing with large volumes of people
- Demonstrated experience in using various computer applications, including Microsoft office programs

Desirable:

- Demonstrated experience in using computer applications, including but not limited to, Referral management systems, Electronic Medical Records and Patient demographic systems
- Knowledge of medical terminology
- Experience working in a health care setting

Other Requirements:

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- A current, full drivers' licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.
- Ability to work 24/7 roster – includes afternoon shift, night shift and weekends

KEY SELECTION CRITERIA

- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals
- Strong organisational skills
- Demonstrated ability to trouble shoot and resolve issues
- Highly developed verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Highly developed attention to detail
- Flexible approach to work demands
- Ability to handle confidential and sensitive information and situations with discretion

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us

- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, all members of the LGBTQI community and people with disability.

Position description last updated

May 2021