



POSITION DESCRIPTION

Date	August 2022
Position Title	Clerk, MPaCCS
Division	MPaCCS
Reports to	Clinical Nurse Manager

SECTION 1

Mission, Vision and Values

Mission: - To deliver the highest quality healthcare experience for patients

Vision: - To be the preferred choice of Doctor's, Staff and Patients, recognised for the provision of high-quality medium acuity surgical services and palliative care.

Values: Bethesda Health Care is committed to and promotes the following values:

- Teamwork – we create an environment of unity and togetherness
- Respect – we recognise and acknowledge the uniqueness and value of every individual
- Integrity – we demonstrate honesty and trust
- Compassion – we work to express God's love through a caring expression of kindness, tolerance and tenderness
- Excellence – we excel in all that we do so that we can promote the mission of our hospital
- Professionalism – we have pride in the high level of care and service we offer
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Staff are expected to demonstrate these values in the way they work and to live the positive behaviours as described in the Bethesda Health Care Code of Conduct and to contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

The Administration Assistant is responsible for working collaboratively with colleagues to support efficient outcomes for the MPaCCs Unit. Reporting to the Clinical Nurse Manager, the MPaCCS Clerk is responsible for providing outstanding customer service by providing receptionists duties; managing data entry and facilitating general administrative tasks to ensure continuous, service functioning.

SECTION 3

Key Working Relationships

INTERNAL	EXTERNAL
Clinical Nurse Manager	Client contacts
MPaCCS Staff	

SECTION 4

Key tasks, Responsibilities, Outcomes and Activities

General clerical duties that include but not limited to:

- Data entry
- General reception and office management
- Review data entry prior to billing and reporting
- Maintain confidentiality
- Take internal and external phone calls and direct accordingly
- Effectively communicate changes and updates with relevant staff
- Monitor emails and manage appropriately
- Other like duties as directed

SECTION 5

Health, Safety and the Environment

- Adhere to policies , procedures and standard operating procedures
- Report incidents, hazards and injuries
- Use personal protective equipment as required and directed
- Raise OSH issues with OSH representative/s
- Promote a safe work environment by assessing the work environment and not misusing or bypassing systems of equipment
- Perform hand hygiene

SECTION 6

Quality and Risk

- Record initiatives and issues in One Vault
- Abide by Bethesda Health Care's Code of Conduct, Work, Health and Safety legislation, Equal Opportunity Act
- Complete mandatory training and participate in development reviews

SECTION 7

Partnering with the Consumer

- Acknowledging patients, responding to general non-clinical queries, providing assistance as appropriate, encouraging the use of formal feedback systems

SECTION 8
Selection Criteria

Qualifications
<p>Essential</p> <ul style="list-style-type: none"> ▪ Current Police Check. (no more than 6 months old) ▪ Minimum of secondary certificate <p>Desirable</p> <ul style="list-style-type: none"> ▪ Medical Receptionist Course ▪ Certificate II or III in Health Support Services
Knowledge
<p>Essential</p> <ul style="list-style-type: none"> ▪ MS Office suite of products/computer literate <p>Desirable</p> <ul style="list-style-type: none"> ▪ Medical Terminology ▪ Medical record procedures and practices
Skills
<ul style="list-style-type: none"> ▪ Physically able to file and retrieve documents ▪ Ability to follow processes with high attention to detail ▪ Ability to focus on repetitive tasks ▪ Demonstrated keyboard, computer and typing skills, including experience in data entry and spreadsheets ▪ Well-developed written and verbal communication skills ▪ Well-developed organisational skills ▪ Commitment to customer service ▪ Good time management and work processes to meet deadlines ▪ Working effectively as part of a team ▪ Demonstrate flexibility to cope with day to day changes ▪ High standard of customer service and communication
Experience
<p>Desirable</p> <ul style="list-style-type: none"> ▪ Previous administration or receptionist experience preferably in the health care sector, medical or health fund sector ▪ Demonstrated interpersonal and communication skills with the ability to build a rapport with others

SECTION 9
Acceptance of Position Description

Employee

Date