1. THE ORGANISATION AND OUR MISSION
St Vincent’s Hospital Melbourne (SVHM) is a leading teaching, research and tertiary health service, which employs more than 6,000 staff across 18 sites throughout Melbourne.

Part of Australia’s largest not-for-profit Catholic health and aged care network, St Vincent’s Health Australia, SVHM provides a diverse range of adult clinical services including acute medical and surgical services, sub-acute care, medical diagnostics, rehabilitation, allied health, mental health, palliative care, correctional health and community residential care.

SVHM’s mission is to provide high quality and efficient health services to the people of Victoria in accordance with the philosophy of St Vincent’s Health Australia. This mission is based on the values of compassion, justice, integrity and excellence.

2. KEY POSITION DETAILS

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Patient Services Clerk – Casual</th>
<th>Reports to:</th>
<th>NUM - ICU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program:</td>
<td>Surgical &amp; Speciality Services</td>
<td>Department:</td>
<td>Intensive Care Unit</td>
</tr>
<tr>
<td>Industrial:</td>
<td>Victorian Public Health Sector</td>
<td>Classification:</td>
<td>HS1</td>
</tr>
<tr>
<td></td>
<td>(Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020</td>
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</tr>
</tbody>
</table>

3. LOCAL WORK ENVIRONMENT
Environmental Services is a large and varied department operating across multiple locations within St Vincent’s Melbourne campus. The Patients Services Clerks reporting to this department are located at both Fitzroy and Kew.

4. POSITION PURPOSE
The Patient Services Clerk is accountable for providing clerical support and facilitates patient management to the Intensive Care Unit. The PSC will be involved in admitting and discharging patients, reception duties and delivering customer service of a high standard. The PSC will actively participate in the achievement of unit objectives whilst ensuring patient confidentiality is preserved at all times.

5. POSITION DUTIES
- Ability to prioritise ICU demands
- Familiar with the policies relating to Admissions and Discharges
- Clarify and accurately document information received
- Work collaboratively with Nurse in Charge to assist with patient and visitor flow
- Create patient records and complete all necessary information accurately in line with current procedures
- Admit and discharge patients accurately and in a timely manner
- Understand the hospital’s financial position and understand how admission and discharge practices impinge on this
- Process payments for overseas patients’ visits
- Rstock all forms and stationary as required
- Maintain a clean, tidy and efficient work space on Flight Decty
- Support fellow team members in achieving desired goals and objectives
- Provide a high level of customer service by handling patient enquires via telephone and in person, in an efficient, professional and caring manner
- Book and utilise interpreter service when required
- Maintain high level of customer service and professional standards at all times, and communicating closely with staff, patient and their families
6. **INCUMBENT OBLIGATIONS**

**General**
- Perform the duties of the position to the best of their ability and to a standard acceptable to SVHM
- Comply with all SVHM policies, procedures, by laws and directions
- Comply with all SVHM requirements, policies, procedures and directions
- Treat others with respect and always behave professionally and in accordance with the SVHM Code of Conduct
- Only access confidential information held by SVHM when this is necessary for business purposes, maintaining the confidentiality of that information once accessed
- Participate in the annual SVHM performance review process
- Display adaptability and flexibility to meet the changing operational needs of the business
- Comply with applicable Enterprise Bargaining Agreement provisions
- Display a willingness to develop self and seek to improve performance
- Maintain skills and knowledge necessary to safely and skillfully undertake duties
- Take personal responsibility for the quality and safety of work performed
- Recognise the relationship between clinical and non-clinical functions in the achievement of optimal safety and quality care
- Take all necessary care and precautions in the performance of duties
- Participate in risk management and continuous quality improvement activities as part of day-to-day work

**Health and Safety**
- Attend general hospital orientation within 3 months of commencement
- Protect the health and safety of self and others, complying with all health and safety related policies, procedures and directions
- Report incidents and accidents and collaborate with management to resolve safety issues
- Complete required Fire and Emergency Training annually
- Complete required Workplace Culture and Equity Training annually

7. **INCUMBENT CAPABILITY REQUIREMENTS (Level 2)**

The incumbent of this position will be expected to possess the following core capabilities:

<table>
<thead>
<tr>
<th>Capability</th>
<th>Personal effectiveness</th>
<th>Learning Agility</th>
<th>Patient/Resident/client centred</th>
<th>Innovation and Improvement</th>
<th>Driving Results</th>
<th>Organisational Acumen</th>
<th>Working with and Managing others</th>
<th>Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Takes responsibility for accurate, timely work results</td>
<td>Identifies personal development needs and seeks information from a range of sources</td>
<td>Strives to meet and exceed expectations, demonstrating sound judgement</td>
<td>Contributes to improvement by reviewing strengths and weaknesses of current processes</td>
<td>Manages own workload to deliver results</td>
<td>Understands the interdependencies between units/departments</td>
<td>Takes responsibility for ensuring productive, efficient teamwork</td>
<td>Works collaboratively within and outside the team</td>
</tr>
</tbody>
</table>

8. **SELECTION CRITERIA**

8.1 **ESSENTIAL REQUIREMENTS**
- Previous administration experience in a health setting
- Knowledge of medical terminology
• Knowledge of private health fund billing and public health funding
• Knowledge of Patient Administration Systems
• Advanced computer skills, including Microsoft Office applications
• Demonstrated ability to:
  o effectively work autonomously
  o facilitate team outcomes in a multidisciplinary environment
  o assist and support change and implement process improvements
  o communicate effectively, with patients and staff at all levels
  o utilise written and verbal communication skills in problem solving, conflict resolution, and negotiation
  o prioritise tasks and meet deadlines
• Demonstrates commitment to:
  o the Values and Health Care Philosophy of St Vincent’s Health Australia
  o ongoing education and professional development
  o Occupational Health and Safety and Quality Improvement Principles.

9. PRE-EXISTING INJURY

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 that might be affected by employment in this position.

10. AGREEMENT

General:
I have read, understood and agree to comply with the responsibilities and accountabilities of this position description. I agree to comply with all SVHM requirements, policies, procedures, by laws and directions.

National Police Check:
I understand that it is a condition of my employment to provide SVHM with a current National Police Certificate PRIOR TO COMMENCING WORK and this is at my own cost.

I understand that regardless of the frequency, if I am working and or visiting in a designated ‘high risk area’ of SVHM (as defined in the SVHA Pre-employment/Appointment Safety Checks Policy) I will be subject to periodic Police Checks every three years at my own cost.

Name:

Signature:

Date: