

# Western District Health Service

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<b>Position:</b>	Receptionist
<b>Classification:</b>	GB5
<b>Reports To:</b>	Office Manager, Community Services
<b>Hours of Duty:</b>	As contracted
<b>Award and Conditions:</b>	Health & Allied Services Award
<b>Minimum Qualifications:</b>	Experience in Receptionist and clerical duties

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## **PRIMARY OBJECTIVES:**

- Perform administrative, reception and clerical duties for the Frances Hewett Community Centre in an efficient, effective and courteous manner.
- Contribute to the provision of the comprehensive community health services of the Western District Health Service by maintaining adequate records; by clerical, computer and project support to all team members.
- Perform administrative/reception tasks in other departments of the hospital as required.

## **DUTIES AND RESPONSIBILITIES:**

- Assist with the efficient operation of the administrative, reception and clerical duties of the Frances Hewett Community Centre.
- Provide comprehensive support by maintaining adequate records; by clerical and computer support to team members and by facilitating the organisation of supplies and equipment.
- Assist with the development of services at Frances Hewett Community Centre by participation in meetings, involvement in forward planning, project and initiatives and providing suggestions for improvement.

## **Key Tasks:**

Act as a member of reception team for the Frances Hewett Community Centre. This includes:

- Answering queries from clients and the general public
- Switchboard operations
- Communication with other reception team members
- Maintaining the appointments system for clients of services using the Centre
- Maintaining vehicle/room/equipment booking system for staff of Community Services
- Receipting payments from tenants and user groups
- Providing clerical and computer support to tenants and user groups of the Centre as negotiated within rental agreements.
- Assisting with Needle Syringe Program administration
- Other duties as requested

Provide clerical and computer support to staff of the Western District Health Service, Community Services Department including:

- Entry of data into PJB software as required
- Client Record enquiries through the client Patient Master Index software system and equipment
- Maintain schedule of bookings and co-ordination of Community Transport Volunteer Service

Perform administrative duties associated with the operation of the Centre including:

- Responding to enquiries from prospective users and referral to Office Manager as required

- Maintain mail lists and schedule of bookings for public use rooms and equipment
- Process inwards and outwards correspondence
- Oversee the photocopying and scanning service of the Centre
- Maintain stationery and other supplies
- Maintain a key register for the Centre
- Reconciliation of monetary receipts to the Centre and safe transfer of funds to the Finance Department

**Education:**

- Participate in the annual appraisal of one’s own work practice
- Participate in annual Fire and CPR training as required by the Western District Health Service
- Additional personal development/professional training as required

**Communication:**

- Contribute to a team approach to service provision through effective communication, consultation and co-operation between members of the Frances Hewett Community Centre’s reception team
- Provide co-ordinated team approach to all tenants and user groups of the Centre
- Be actively involved in meetings by suggesting ways to make improvements and solve problems
- Maintain confidentiality of all client and staff related information

**Public Relations:**

- Promote positive public relations with clients of the Service, other health professionals, visitors and the general public

**Inherent Physical Requirements**

Western District Health Service has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others.

The role may require the following tasks among other things:

<p><b><u>1 Nursing / Patient Care Role</u></b></p> <ul style="list-style-type: none"> <li>▪ manual handling ( pushing, pulling equipment)</li> <li>▪ general patient handling and clinical nursing duties</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ pushing pulling trolleys and equipment</li> <li>▪ general clerical, administration work, computer work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ handling general and infectious waste,</li> <li>▪ <b>shift work in most roles</b></li> </ul>	<p><b><u>2. Maintenance / Hotel Services Staff Role</u></b></p> <ul style="list-style-type: none"> <li>▪ generic maintenance work, working at heights</li> <li>▪ generic out door work / pushing, pulling trolleys</li> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ computer work</li> <li>▪ general clerical, computer and some admin work</li> <li>▪ use of personal protective equipment and handling</li> <li>▪ handling general and or infectious waste,</li> <li>▪ <b>shift work in some roles</b></li> </ul>	<p><b><u>3 Clerical / Administration Role</u></b></p> <ul style="list-style-type: none"> <li>▪ sitting, standing, bending, reaching, holding</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general</li> <li>▪ pushing and pulling trolleys / filing,</li> <li>▪ <b>shift work in some roles</b></li> </ul>
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## Duties of Employees

- Carry out their duties in a manner which does not adversely affect their own health and safety, or that of others
- Cooperate with measures introduced in the interest of health & safety and infection control
- Undertake any training provided in relation to occupational health and safety and infection control
- Immediately report all matters that may affect workplace health and safety, to their superior
- Correctly use any information, training, personal protective equipment and safety equipment provided
- Refrain from recklessly or wilfully interfering with anything that has been provided for health & safety reasons
- Work within the policies, procedures and guidelines of the Western District Health Service

APPROVALS	Name	Signature	Date
Divisional Head:			
Department Head:			
Employee:			

<b>Position code:</b> <i>Human Resources Department use only</i>	CS_FHCC Rec_JD01
<b>Date revised:</b> <i>Human Resources Department use only</i>	August 2009

**When revised please forward electronic copy to:**  
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