

Western District Health Service

Position:	Switchboard Receptionist
Classification:	GD4 or equivalent
Reports To:	Finance Manager
Award and Conditions:	As per Health and Allied Services Award
Minimum Qualifications:	Relevant experience

PRIMARY OBJECTIVES

- Manage the reception area between the hours of 7.00am and 10.30pm. Two shifts are rostered – 7.00am to 3.00pm and 2.30pm to 10.30pm, with half hour hand over on change of shift. Reception is open 7 days per week, including Public Holidays
- Provide ADO and sick leave relief on Switchboard (other as agreed)
- Provided that there is not a requirement to work in the Reception/Switchboard area, then when called upon this position will provide a clerical role in the Finance Department
- Provide a public/reception support for patients, families, visitors and health professionals

ACCOUNTABILITIES:

- Utilise her/his computing skills for data entry in specific areas
- Communicate effectively on the telephone to ensure the Western District Health Service adequately services the needs of the community and any emergency
- Be aware that all information is to be handled in the strictest confidence and may only be discussed in relation to the duties being carried out; be familiar with Hospital Policy regarding confidentiality
- Utilise telephone skills and ensure that messages are delivered and appropriate information is provided
- Support and assist in the orientation and training of any new reception/switchboard staff
- Provide clerical assistance as required in the Finance Department
- Comply with all relevant legislation, in particular the Information Privacy Act 2000 and the Health Records Act of 2001
- Abide by the Policy and Procedure Manual of Western District Health Service.

DUTIES AND RESPONSIBILITIES:

- Connect outgoing calls where a direct connection cannot be made
- Answer Phone and direct calls for Coleraine Hospital
- Activate Paging System as appropriate
- Print lists for food services, hospital visitors, Department of Veterans Affairs, visiting clergy and Church volunteers
- Ensure on-call rosters are up to date
- Contact on-call staff as required
- Monitor boiler and fire alarm panels, and ensure appropriate staff respond to alarms

- Maintain communications in the event of an internal or external emergency
 - Process after hours admissions and bed transfers
 - Process all discharges
 - Receive payment for accounts and other receipts
 - Process visiting Medical Officer accounts
 - Receive papers, parcels gifts and flowers on behalf of patients and arrange delivery to the wards
 - Issue keys to hospital residences as directed
 - Manage the sale of telephone cards for patient/staff use
 - Keep a record of paintings sold and advise Finance of any sales
 - Keep a record of Petty Cash disbursements and refunds
 - Refund money lost in vending machines and arrange reimbursement from cafeteria staff
 - Manage outgoing mail and assist Finance with mail folding as required
 - Monitor and record pathology & Medical Imaging electronic interface.
 - Enter rosters and variations into PayGlobal
 - Transfer RMO Rosters from Intranet to Ward and record into daily diary.
 - Make up “Patient Packs”
 - Replenish Switchboard supplies from the Supply department via Stores Requisition.
 - Print “Quality Manager Reply Paid Envelopes” for all departments.
 - Under the direction of the Finance Manager provide clerical support when called upon

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

- Current police check is required for this role
- Current driver’s licence is required for this role
- This role may require the incumbent to work a variety of shift lengths, rotating morning, afternoon and evening shifts, and/or weekend work

- Some after hours work may be required in this position

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:			

Position code: <i>Human Resources Department use only</i>	HI_SW_Rec_JD07
Date revised: <i>Human Resources Department use only</i>	August, 2010

When revised please forward electronic copy to:
 Human Resources Department [email: human.resources@wdhs.net](mailto:human.resources@wdhs.net)