



**Swan Hill  
District Health**  
*my hospital*



Respect – Professionalism – Care – Commitment – Collaboration

## Medical Imaging Receptionist

### Permanent Part Time (0.4 EFT) + opportunity for relief work

An exciting opportunity exists for a Medical Imaging Receptionist to join our professional and committed workforce at Swan Hill District Health. Our medical imaging department contains a range of modern equipment allowing us to offer high quality service to the public. We offer the opportunity to work in a friendly and flexible environment.

Providing administrative support to the Radiology Department, this position involves providing timely and accurate delivery of Medical Imaging services to the community, including scheduling of appointments, examination preparation, examination billing, other general enquires and the timely and accurate delivery of reports to referring Doctors.

#### We require:

- An individual to work a minimum two days per week as per roster
- Flexibility to work extra shifts as required.
- Basic computer skills
- The ability and willingness to learn new and evolving systems
- Someone dedicated to working in a cohesive team environment
- Excellent interpersonal and communication skills

Previous experience in medical administration/medical typing is highly regarded, however, not essential.

For enquiries please contact Kate Irons, Chief Radiographer, by email to [kirons@shdh.org.au](mailto:kirons@shdh.org.au) or by phone on 03 5033 9284

Applications addressing the key selection criteria including the names of three referees and completed application form should be forwarded to the Human Resources Manager by email: [hrmanager@shdh.org.au](mailto:hrmanager@shdh.org.au).

Applications will only be accepted if they address the Key Selection Criteria and include an APPLICATION FOR EMPLOYMENT FORM. Email applications are preferred.

**Closing Date: Monday, 21<sup>st</sup> August 2017**



<b>Position:</b>	<b>Radiology Services</b> <b>Medical Receptionist / Medical Typist / Clerk</b>
<b>Classification:</b>	GB3
<b>Department:</b>	<b>Radiology Department</b>
<b>Reports to:</b>	<b>Radiology Services Office Supervisor</b>
<b>Responsible Manager</b>	<b>Chief Radiographer</b>
<b>Position Summary:</b>	<p>To provide a high standard of administrative support to the Radiology Department. This position is accountable for promoting good public relations with the general community and both internal and external customers of the Hospital.</p> <p>The role of this position is to provide timely and accurate information to referrers and patients that relates to the scheduling of examination appointments, examination preparation, examination billing and other general enquiries.</p> <p>Importantly the role provides administrative support to the Radiology Department and is a point of contact for most Hospital and external customer enquiries.</p>
<b>Responsibilities:</b>	<p>Provision of effective clerical support services          Provision of patient registration, reception and appointment services          Provision of medical audio typing          Patient data and medical records maintenance          Information storage and retrieval</p> <ul style="list-style-type: none"> <li>• Carry out general clerical duties such as but not limited to answering the telephone, filing, word processing, data entry, taking minutes of meetings and maintaining records.</li> <li>• Carry out typing of dictated radiological reports</li> <li>• Organise patient's requests for hardcopy imaging.</li> <li>• Prioritising of workload to enable smooth and efficient operation of the office environment.</li> <li>• Perform specific duties associated with the administration of one and/or all medical records, coding, outpatients processing, Patient Travel Subsidy Scheme etc</li> <li>• Utilise word processing packages to provide a clerical service to other staff including the Medical Officers.</li> <li>• Reconciliation, receipting and banking of Radiology accounts and other proceeds, patient monies, staff meals and equipment loaned accounts. Process and maintain financial registers for Postage and Petty Cash.</li> <li>• Prepare and/or process documentation related to accounts payable and/or accounts receivable including operation of computerised corporate systems, when required, this includes deposits for crutches, patient trust and depositing money into trust.</li> <li>• Maintain accurate computer records, admissions, discharges, patient health fund information and provide Comrad end user training to new staff and advice to existing staff in the facility.</li> <li>• Participate in Hospital Quality Program and take part in review and development of Hospital Policies and Procedures.</li> </ul>

<b>Key Selection Criteria:</b>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>• Confident and friendly manner</li> <li>• Competency is use of computers and software applications such as Windows and Microsoft Office.</li> <li>• Competency in medical terminology.</li> <li>• Commitment to excellent client service</li> </ul> <p><i>Preferable:</i></p> <ul style="list-style-type: none"> <li>• Previous experience working in a Radiology environment</li> <li>• Familiarity with software Comrad or similar RIS</li> <li>• Capable of working independently and in a team</li> <li>• Able to prioritise work and to work with minimum supervision and guidance</li> <li>• Responsible and adaptable</li> <li>• Demonstrated attention to detail, methodical with well developed verbal and written communication skills.</li> </ul>
<b>Salary/Award:</b>	Health Allied Services (Vic)
<b>Confidentiality:</b>	<p>Maintain strict confidentiality with reference to all matters relating to patients and SHDH business both within SHDH and outside.</p> <p>Each employee has a responsibility to adhere to the Health Service's Confidentiality policy, as it is a condition of employment. Any breach of the rules of confidentiality relating to health service business, patients or medical records will result in disciplinary action and/or dismissal and a possible fine under the conditions of the Health Services Act (Vic)</p>
<b>Infection Control:</b>	Adhere to the Health Services Infection Control Policy and Procedures as detailed in the Infection Control Manual.
<b>Continuous Quality Improvement:</b>	<ul style="list-style-type: none"> <li>• Each staff member is expected to demonstrate a commitment to best practice.</li> <li>• All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care.</li> <li>• All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards.</li> <li>• It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies &amp; Protocols.</li> </ul>
<b>Person Centered Care:</b>	The Health Service supports in its values the philosophy of Person Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.
<b>Safety:</b>	<p><b>RESPONSIBILITIES: It is the responsibility of every staff member to:</b></p> <p>Report accidents, incidents and potential hazards promptly.</p> <p>Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual.</p> <p>Comply with the Occupational Health and Safety Act and O.H. &amp; S. Policy Procedure Manual.</p> <p>Attend training sessions as required.</p>
<b>Performance Appraisal:</b>	Completion of Performance Appraisal on a yearly basis.
<b>Date Written</b>	May 2011
<b>Reviewed:</b>	

<b>Managers Name:</b>	
<b>Managers Signature:</b>	
<b>Employees Name:</b>	
<b>Employees Signature:</b>	

**Key Accountabilities** The key accountabilities for this position support the four strategic goals of the organisation, which in turn supports achievement of the organisation's vision.

**Vision:** *Swan Hill District Health will provide appropriate services in the right setting by dedicated people with and for our community.*

Key Result Area	Major Activities	Performance Measures
<p><b>1. Customer Service:</b> <i>Provide services that meet the needs and preferences of our patients and clients and their families and carers. Value the views and opinions of our customers in improving our service.</i></p>	<p>Provision of high quality administrative / clerical support services to the Radiology Department</p> <p>Good relationships with departments within Swan Hill District Health are maintained at all times</p> <p>All patients informed of delays in service delivery as appropriate</p> <p>To ensure a level of patient care so that the patient's comfort, dignity, privacy and safety are maintained at all times.</p>	<ul style="list-style-type: none"> <li>• 100% of patient data accurately collected and input</li> <li>• 100% of exam descriptions are input correctly</li> <li>• 100% of available patient information is available for examinations</li> <li>• 100% of patients receive correct appointments, including notification of cancellations</li> <li>• 100% of telephone calls answered within 5 (five) rings.</li> <li>• All reports, correspondence completed in accurate and timely manner</li> <li>• 100% of typed radiological reports are accurate regarding typing, spelling, content and layout.</li> <li>•</li> </ul> <p>Low level of complaints from patients, visitors and staff.</p> <p>Minimal complaints 90% or above on Privacy audits</p>

Key Result Area	Major Activities	Performance Measures
<p><b>2. Learning &amp; Growth:</b>  <i>Promoting excellence in healthcare by ensuring a competent workforce, a sustainable workforce and increasing staff engagement</i></p>	<p>High level of competency in medical imaging procedures.</p> <p>Actively participates and ensures own attendance at mandatory training sessions</p> <p>Good communication between all levels of staff.</p>	<p>Attendance and presentations at relevant education meetings, seminars and conferences, both internal and external to Swan Hill District Health.</p> <p>Attends annual Basic Life Support training  Attends annual Education Day  Attends annual Fire Training session  Attends regular department meetings for clerical staff</p> <p>Minimal complaints from other Dept staff, Hospital staff and external referrers</p> <p>Supports and implements changes aimed at improving performance</p> <p>Actively supports suggestions for improvement</p>
Key Result Area	Major Activities	Performance Measures
<p><b>3. Internal Processes:</b>  <i>To Provide facilities and ensure services meet contemporary service delivery.  Maximise Safety : Minimise Risk</i></p>	<p>Raises matters in relation to facilities maintenance</p> <p>Taking action against risk in the workplace</p> <p>Report hazards to employer</p> <p>Cooperate with the employer in the interest of health and safety</p> <p>Report claims promptly to their employer</p> <p>Participate in rehabilitation and injury management plans</p> <p>Participate in department in-service education programs.</p>	<p>Understands how to use Log a Job</p> <p>Actively addresses small workplace safety issues, e.g. cleaning up spilled water</p> <p>Follows Infection Control Guidelines</p> <p>Reports risks in a timely manner.  Understands how to enter incidents into VHIMS</p> <p>Follows OHS and other protective guidelines.  Abides by Department Uniform requirements</p> <p>Attends Annual Safety Training course</p>

Key Result Area	Major Activities	Performance Measures
<p><b>4. Activity and Financial Outcomes:</b>  <i>Ensure financial responsibility to optimise service delivery.</i>  <i>Achieve operating surplus.</i>  <i>Meet WEIS Targets.</i></p>	<p>Each individual accepts that they have even a small ability have a positive influence on the financial position of the Health Service.</p>	<p>Understands how own role influences hospital issues, processes and outcomes</p> <p>Weighs up alternatives to find the most effective way of improving organisational results</p> <p>Reduces waste, limits costs where possible</p> <p>Monitors and is clinically prudent with the use of consumables</p> <p>Regularly demonstrates an approach to assigned tasks which produce quality outcomes</p> <p>Sets personal challenging goals that go beyond those set by the Department</p> <p>Willingly goes beyond job expectations</p> <p>Delivers high standards of performance even when working under pressure</p> <p>Accurately completes timesheet</p>





### Police and Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment.

If you have a current Police Check and/or Working with Children Check, please show the check identifying numbers and the date of issue: \_\_\_\_\_

Upon engagement, you will be required to provide the necessary information to complete a Check. Please note that it is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

### Pre-existing Health and Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

#### Disclosure advice:- (to be completed by the applicant)

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I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: \_\_\_\_\_ Date: ...../...../.....

**NOTE: If providing this form electronically, you accept that the information is true and correct by the action of submitting the form. You will be requested to sign the printed version at your interview if you are selected.**

#### Enquiries:

Email address: [hrmanager@shdh.org.au](mailto:hrmanager@shdh.org.au)

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585