



Swan Hill
District Health
my hospital



Respect – Professionalism – Care – Commitment – Collaboration

Receptionist – Part Time

Community Rehabilitation Centre

Applications are invited for a part time receptionist to work two days per week, Thursdays and Fridays in our Community Rehabilitation Centre.

This position is to provide reception/secretarial/computer service to Health Independence Programs, which includes the Community Rehabilitation Centre, Hospital Admission Risk Program, Post-Acute Care and Occupational Therapy Departments.

Swan Hill District Health provides a wide range of clinical services including medical and surgical, aged care, community and primary health, emergency, renal dialysis, chemotherapy, pathology and radiography diagnostic services.

Key selection criteria

- Recognised qualification in Secretarial Services and Computer Operation
- Good communication and organizational skills.
- Able to work competently and efficiently.
- Able to work without supervision.
- Good presentation and a professional manner.

Desirable

- Experience in using IPM
- Experience in health administration

For further information contact Kate Corrie, Health Independence Program Manager
E:kcorrie@shdh.org.au or 5033 9321.

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.

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: Sunday 27th August 2017.



Position:	Receptionist - Part Time (0.4 – Thursday and Friday) Community Rehabilitation Centre
Classification:	Computer Clerk - GB 5
Department:	Community Rehabilitation Centre
Reports to:	Health Independence Program Manager
Position Summary:	To provide a reception/secretarial/computer service to Health Independence Programs, which includes the Community Rehabilitation Centre, Hospital Admission Risk Program, Post-Acute Care and Occupational Therapy Departments.
Responsibilities:	<ul style="list-style-type: none"> • High level of administrative skills and demonstrated ability to plan, set priorities and organize workload in order to meet deadlines. • Excellent skills in operating word processing packages and data entry. • Collate statistical information and export to relevant Department of Health departments using the Health Management Systems and IPM software. • Responsible for the daily collection and receipting of client fees. • Banking total fees collected at the Finance Department on a daily basis. • Preparation of petty cash requests for relevant program activity needs. • Assist in the coordination of relevant program meetings. • Ability to work in a team environment and attend to other duties as directed. • Greet personal and telephone callers and find out the nature of their inquiry. • Provide information to assist clients or refer them to appropriate contacts, either in the organization or elsewhere. • Arrange client medical records for relevant departments on request. • Action incoming referrals for new clients and make suitable appointments with the relevant disciplines using IPM. • Complete initial screening tool for newly referred clients and file admission and care plan paperwork accordingly for episode of care. • Responsible for completing admission and discharge letters to be sent to relevant doctors. • Carry out word processing, filing, mail-outs and order stationery and office supplies through Supply Department. • Open and deal with incoming mail and organize outgoing mail. • Organize bookings for use of the facility. • Minute taking as required by departments
Key Selection Criteria:	<ul style="list-style-type: none"> • Recognised qualification in secretarial services and computer operation • Good communication and organizational skills. • Able to work competently and efficiently. • Able to work without supervision. • Good presentation and a pleasant manner. <p>Desirable</p> <ul style="list-style-type: none"> • Experience in using IPM • Experience in health administration

Salary/Award:	In accordance with the Health and Allied Services Award – Computer Clerk GB5
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimize exposure to incidents of infection/cross infection of patients, clients, residents, staff, visitors and the general public. • The risk minimization strategies are to be supported by all staff adhering to the Infection Control Manual policies, protocols, procedures and guidelines.
Continuous Quality Improvement:	<ul style="list-style-type: none"> • Each staff member is expected to demonstrate a commitment to best practice. • 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. • All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. • It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centered Care:	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.
Just Culture:	All staff are expected to support a Just Culture in which reporting is actively encouraged, with an emphasis on learning from issues that arise as opposed to blaming those involved.
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility to adhere to SHDH's Privacy policy, as it is a condition of employment. Any breach of the rules of privacy relating to health service business, patients or medical records will result in disciplinary action.</p>
Mandatory Training:	All employees must be aware of and complete designated mandatory training within the required time frame.
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> • Take reasonable care for your safety and the safety of others while at work. • Report accidents, incidents and potential hazards as soon as reasonably practicable to your supervisor and record on VHIMS reporting system. • Advise your supervisor if you have an injury or illness that may affect your ability to perform the inherent requirements of your position. • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Performance Appraisal:	Completion of Performance Appraisal on a yearly basis.
Date Written	Sept 2010

Reviewed:	Oct 2013, Aug 17
Managers Name:	
Managers Signature:	
Employees Name:	
Employees Signature:	



Application for Employment Form

To be attached to application

The Application for Employment form is required to be submitted with the following documents:

- Covering letter in support of application
- Response to Key Selection Criteria
- Applicants curriculum vitae

Position Applying for	
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General Information

Name	
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Address	
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Contact	<u>Home phone</u>	<u>Mobile</u>	<u>Email</u>

Are you of Aboriginal/Torres Strait Islander Origin? No Aboriginal Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? Yes No

Are you an Australian Citizen or Permanent Resident: Yes No

If no, what is your current Visa status – Visa type _____ Expiry date/...../.....

Do you require sponsorship? Yes No

Where did you hear about the position you are applying for?

Newspaper Internet Swan Hill District Health Website

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is casual / relieving unless otherwise indicated.

- 6 months probationary period
- Requirement to work any shift
- Requirement to work in any department (rotation)

Hours of Work – SHDH operates on a 24 hour, 7 day week, 3 shift basis, and you may be called upon to work/relieve on any of these shifts. If you are unable to work any of the shifts, please indicate below:

Unavailable to work: _____

Normal hours of work are 40 in each week worked on an ADO each month. This is only applicable to Full Time employees. Part time employees will have a minimum hours set but may be called upon to work up to 38 hours per week at normal pay.

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)

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

Phone: 03 50339315

Postal Address: PO Box 483 SWAN HILL VIC 3585