



the women's
the royal women's hospital
victoria australia

Position Description

Title	Clinical Intake Assistant -
Department	Clinical Genetics Service
Classification	AO21-AO24
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Responsible to	Genetic Services Manager

The Royal Women's Hospital

The Royal Women's Hospital (the Women's) has provided health services to women and newborn babies in Victoria since 1856 and is now Australia's largest specialist women's hospital. The Women's is recognised as a leader in its field, with expertise in maternity services and the care of newborn babies, gynaecology, assisted reproduction, women's health and cancer services.

The Women's Vision and Values

The Women's believes that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

The Women's Vision is: *Creating healthier futures for women and babies.*

Our values are: *Courage, Passion, Discovery and Respect.*

The Women's Declaration

The Women's Declaration reflects the principles and philosophies so fundamental to the hospital that they are the foundation on which rests everything we do. This is a declaration of the Women's role, function, purpose and promise:

We are committed to the social model of health
We care for women from all walks of life
We recognise that sex and gender affect health and healthcare
We are a voice for women's health
We seek to achieve health equity

Strategic Directions

The Women's Strategic Plan 2022 - 2025 contains four strategic priorities and fourteen initiatives of strategic focus, to achieve our vision of *Creating healthier futures for women and babies.*

The Women's four strategic priorities are:

1. We provide leading care for women and newborns
2. We partner to create exceptional experiences every day
3. We are the best place to work, learn and contribute
4. We lead and partner to influence change

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Department/Unit Specific Overview

The Clinical Genetics Service provides genetic counselling, genetic and genomic testing to individuals with, or at risk of, genetic conditions who are referred to The Women's and the Joan Kirner Women's and Children's (Joan Kirner) Hospitals. This includes individuals in the northwest and western parts of Victoria.

Position Purpose

The Clinical Assistant provides general support to the RWH clinical team. This is a varied role that will include provision of clinical and administrative support for various aspects relating to patient flow through the department, including intake calls, data entry, file preparation and making patient appointments.

Responsibilities & Major Activities

Clinical Expertise/Skills

- Intake calls to:
 - assess for any factors that may affect urgency of referral (distress, high anxiety, pregnancy) that may not have been apparent at referral
 - document a detailed family history specifically relating to, but not limited to the referral reason
 - collection of relevant reports and investigations
 - prepare patients for the appointment including management of and explanation of what to expect
 - provide practical information relating to location/duration/waiting-time/costs/contact details in the interim
- Accurate completion of documentation/records relating to clinical contacts
- Assisting with the management of patient waiting lists as necessary
- Telephone contact to arrange and confirm appointments as necessary
- Assist clinicians with follow up activities from clinics
- Data entry for clinical and research databases
- Other activities, including general administration, as directed

Safe practice and environment

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues, and members of the public, including but not limited to occupational health and safety considerations, infection prevention and control, etc.
- Escalate incidents, risks, issues, conflicts, or concerns in a timely way to the Manager and participate in problem-solving and mitigating risks or issues.
- Participate in multidisciplinary training sessions and orientation sessions for others as requested.
- Promote and participate in the evaluation and continuous improvement processes.
- Demonstrate practice in line with the principles of patient-centred care
- Comply with RWH mandatory competency requirements.

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- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Have a full working knowledge of emergency procedures.

Research and training

- Continue to develop professional skills and knowledge with a high level of motivation and dedication through self-directed learning, observation of others, and by engaging in agreed and approved professional development activities.
- Participate in mandatory training.

Practice improvement and Service development

- Participate in the development and reporting of agreed quality activities associated with your workload.
- Foster an organisational culture that promotes service improvement, innovation, and research.

Information and data management

- Use of the Women's electronic medical record (EMR) where required to fulfil the duties of this position

Advocacy

- Promote the role and importance of clinical genetics and allied health within and external to the Women's.

Communication

- Communicate effectively with patients, family members, staff, departments and external providers individually and as part of a team to deliver high quality patient care outcomes.
- Demonstrate excellence in customer service communications especially patient/parent/carer contact to ensure understanding and informed consent.
- Hand over relevant information relating to planned work, work in progress and other relevant responsibilities.
- Demonstrate excellent interpersonal and negotiation skills.

Stakeholder relationships

- Maintain effective relationships with specialist services and medical units within the hospitals, and external referrers and stakeholders.

Planning

- Participate in service and strategic planning appropriate to clinical role.

Key Performance Indicators

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

- Provide a high-level of patient-centred care and positive experience of allied health services for patients and families attending the Women's.
- Report and respond to all organisational and clinical incidents in a timely way

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- Demonstrate positive relationship building within the team, contributing to a healthy and safe working environment, where it is safe to speak up.
- Attend department punctually for rostered working hours.

Key Selection Criteria

Experience/Qualifications/Competencies

- Masters of Health Sciences (Genetic Counselling) or working towards
- Competent computer literacy including use of a PC, mouse, keyboard, standard Microsoft office software

Essential Criteria

- Excellent interpersonal skills
- Attention to detail
- Excellent organisational, time management and prioritisation skills.
- A demonstrated commitment to high levels of professionalism and confidentiality.
- A willingness to be flexible in response to the dynamic needs of the genetic counselling team across both the Women's and Joan Kirner Hospitals
- Understanding of the services delivered by the Clinical Genetics Service

Desirable Criteria

- Ability to work as a sole practitioner and as part of a multidisciplinary team.
- Competent computer literacy including use standard Microsoft office software.
- Previous experience with an Electronic Medical Record (EMR), particularly EPIC.
- A demonstrated interest in and commitment to women's health, and understanding of the impact of social determinants on health and wellbeing.
- Experience in working with clients from a range of social, cultural and gender backgrounds

Attributes

- Embodies the Women's values of courage, passion, discovery and respect
- "Can do" and flexible approach
- Well developed interpersonal skills
- Balancing competing and conflicting priorities
- Time management and prioritising
- Professional demeanour

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Organisational Relationships

Internal relationships

- Clinical and administrative staff from other clinical service areas who you interact with to deliver quality care to our patients at both The Women's and Joan Kirner Hospitals.

External relationships

- Medical, scientific and counselling staff of external Genetics Services and Genetic testing laboratories including Royal Melbourne Hospital and Victorian Clinical Genetics Services
- Community support agencies and support groups

Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions at the Women's. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not Applicable
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting / carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Rare
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers / hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Occasional
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Frequent
Problem Solving issues associated with clinical and non-clinical care	Frequent
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Occasional
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Occasional

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Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. The Women's expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, (including RWH external reporting) is timely, accurate (ie error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for the Royal Women's Hospital to undertake a national Police check
- The Women's expects staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.

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- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels

Staff Vaccination Requirements

COVID 19 Vaccination

Provide evidence that they have received a full COVID-19 Vaccination, or provide evidence from a medical practitioner certifying that an exception applies related to a contraindication to the administration of the COVID-19 vaccination. This includes employees in all roles at the Women's Hospital. This requirement is in line with the directions pursuant to section 200 (1)(d) of the Public Health and Wellbeing Act 2008 (Vic).

Influenza Vaccination

In line with the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020, some health care workers are now required to have their flu vaccination to work in health care. Evidence of vaccination is required.

As this role fits into category A or B of the departments risk ratings, applicants will be required to have been vaccinated against influenza. Evidence of vaccination is required.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Developed Date: May 2023

Developed by: Genetic Services Manager

Date of next Review: May 2024

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