



Position Description

Title	Access Centre Clerk
Department	Access Centre
Classification	Administrative Officer Grade 1
Agreement	Health and Allied Services, Managers and Administrative Workers Single Interest Enterprise Agreement 2021-2025
Responsible to	Workforce 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 Women's has established a Clinic Access Centre, which acts as a central point for receiving and processing all outpatient referrals for public and private clinics. Staff working in the Access Centre are the specialists in referral management, providing an efficient and professional service.

Position Purpose

The role requires a high degree of immediacy with response to questions and requests. Working with in the hospital environment requires the understanding of, and compliance with, the need for strict confidentiality concerning any personal details.

The Victorian Integrated Non-admitted Health (VINAH) minimum data set contains patient level information regarding outpatient services.

From 1st July 2011 the Department of Health requires all hospitals to submit mandated demographic & administrative data regarding all outpatient services according to VINAH specifications

Responsibilities & Major Activities

Receipt of referrals

Referrals

- Open mail on a daily basis, stamp with received date and sort as appropriate
- Check referrals for essential demographic (registration) data content.
- Contact referrers (GPs) regarding referrals – for example if the referral is incomplete / illegible or missing essential information. This may include request for missing clinical information, if advised to do so by clinical colleagues.

For all referrals

- If referral is marked as 'urgent', or meets documented criteria for urgency, mark accordingly for urgent clinical review.
- Register all referred patients & referral details into iPM / EPIC (or update registration information if patient already has an MRN).
- Ensure that any results or clinical information regarding a referral is appropriately filed and available for clinical staff to review within the patient record.

Booking appointments

- Notify woman of the appointment date when a time has been allocated in iPM / EPIC
- Create new patient records for new patients who are attending the Women's, ensuring non- duplication of existing records.

Quality improvement

- Ensure that all data entered is accurate, timely and fit for purpose
- Participate in error rectification processes as required
- Participate in service improvement / service development activities where applicable.
- As required, liaise with GPs to encourage better quality referral information, and monitor the quality of GP referrals / the usage of the RWH template / the frequency of fax-backs etc.

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Professional Development

- Attend relevant in-service education.
- Take responsibility for own professional development.
- Keep informed of service developments.
- Participate in annual performance review.

General

- Undertake additional clerical duties as directed by Team Leader / Manager
- Ensure patient confidentiality is maintained at all times.
- Utilize material resources efficiently.
- Comply with the Royal Women's Hospital Policies and Procedures, and the Occupational Health & Safety requirements.
- Participate in Clinic Access Centre meetings.

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; however the below are a number of general KPIs attached to the role:

- All referrals logged accurately onto iPM / EPIC within designated timeframe.
- Ensure that processes are followed to avoid duplication of patient URs
- Flow-charts, processes, guidelines and decision trees are adhered to.
- Annual performance appraisal is completed.
- Self-development is undertaken to ensure up-to-date knowledge.

Key Selection Criteria

Experience/Qualifications/Competencies

- At least two years of clerical experience with expertise and demonstrated accuracy in data entry and email
- High level organisational and time-management skills, including the ability to assess and prioritise workload, and meet Key Performance Indicators – particularly at time of high demand / reduced staffing.
- Excellent customer service skills, and ability to communicate effectively with consumers, carers and their families in order to ensure they are sensitively supported to access appropriate services and information.
- Demonstrates an understanding of privacy and confidentiality requirements.
- Ability to use sound judgement when dealing with people in difficult situations, or the unreasonable / aggressive customer.
- A high level of comfort liaising with GPs, Health Professionals and other referring agencies.
- A flexible approach to work hours
- Ability to work within a busy, dynamic environment.

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Desirable Criteria

- Previous experience using iPM / EPIC or similar computer-based system.
- A basic understanding of frequently used medical terminology.
- Knowledge of, and experience working in, a clinic / hospital setting.
- Understanding of the importance of maintaining patient confidentiality.

Attributes

- Attention to detail.
- Self-motivated and able to work under minimal supervision.
- Is open, approachable and responds to the needs of hospital departments in a timely and accessible way.
- Embodies a "can do" attitude and has a flexible approach to work.
- Eagerness to learn and self-develop.
- Accesses support, assistance, advice and debriefing as required.
- Demonstrates an ability to develop easy rapport with women, staff and external referrers (specifically GPs)
- Strong customer service focus.
- Demonstrated ability to communicate effectively.
- Ability to work and contribute to a team setting.
- Good time management and the ability to prioritise.
- Professional demeanour.
- Willingness to learn new ways of working and strive for improvements.

Organisational Relationships

Internal relationships:

- Workforce Manager
- All clinicians and Clinic Coordinators
- GPLO / Shared Care Office
- RWH outpatient clerical team
- RWH outpatient Clerical Supervisor

External relationships:

- GPs and other referring agencies

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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	Frequent – am / pm with no night duty
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing – remaining standing without moving about to perform tasks	Rare
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	Rare
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5–10 kilos	N/A
– Heavy lifting and carrying – 10–20 kilos.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	N/A
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged/Constant
– Gripping, holding, twisting, clasping with fingers / hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	N/A
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	Occasional
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

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	

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

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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
- Health Practitioner Regulation National Law Act (2009)
- Registration with Australian Health Practitioner Regulation Agency (AHPRA)
- Drugs, Poisons and Controlled Substances Regulations 2006

Developed Date: January 2025

Developed by: Workforce Manager

Date of next Review: January 2026

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