



**GV**Health

# Goulburn Valley Health Position Description



CREATE Outstanding

<b>Position Title:</b>	Customer Service Officer – Emergency Department
<b>Reports to:</b>	Team Leader
<b>Department:</b>	Health Information Services
<b>Directorate:</b>	Chief Finance Officer
<b>Cost centre:</b>	B0003
<b>Code &amp; classification:</b>	Grade 1 (HS1 - HS17)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)
<b>Employment conditions:</b>	

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

### OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

### OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

#### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

#### Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

#### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

#### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

#### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

#### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.



### **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

### **ROLE STATEMENT:**

Customer Service Officers (CSO's) are an integral part of GV Health and provide valuable administrative and clerical support across the organisation. In the Emergency department, the Customer Service Officer is a vital member of the Emergency Department team.

The Customer Service Officer performs a wide range of administrative support tasks related to the efficient functioning of the Emergency Department (ED) and the Short Stay Observation Unit (SOU). The Emergency Department Customer Service Officer has responsibilities for the co-ordination of communication, registration and transfer of patients, clerical functions at Triage and in the main department, ensuring the Vital database is kept up to date and accurate and other duties as required. The Customer Service Officer may also be required to provide administrative support to other areas within GV Health at the discretion of the Manager, Health Information Service (HIS).

The primary goal of the Customer Service Officer - Emergency Department is to ensure patients are registered appropriately, paperwork is available for treatment and good customer relations are maintained with patients, visitors, and other hospital staff. All staff at GV Health at some stage will be required to assist in the training of new staff members. This will aid in the continuity of service within GV Health.

It is essential the Customer Service Officer is aware that the roster for this position is a 24 hour, 7 day rolling roster. Staff will be rostered to work weekends and public holidays and should be available to assist in covering leave.

This position amongst others is responsible for promoting Goulburn Valley Health as a quality regional health service provider.

**Please note:** Customer Service Officers may be deployed to any other Department in GV Health as required by the Manager - Health Information Service.

### **UNIFORMS:**

The GV Health Customer Service Officer uniform is supplied for Customer Service Officers. This is a compulsory uniform and must be worn while working. Footwear must be black, with closed toe. It is recommended staff wear stocking when wearing a skirt in order to maintain a professional appearance. A mix of uniform and non-uniform garments is not acceptable.

### **KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

The Customer Service Officer is responsible for:

- Assist in the effective running and co-ordination of clerical support functions in the Emergency Department and the Emergency Medical Unit.
- Ensure all patients are registered in a timely manner and that all data is up to date and checked at every presentation
- Liaise with nursing and medical staff to ensure patient episode data accurately reflects the times the patient was in the Emergency Department
- Ensure every patient is given copies of relevant documentation – as prescribed by hospital policy. This includes but is not limited to the Patient Right's Charter

- Maintain appropriate levels of administrative and clerical supplies within the ward
- Ensure all completed paperwork is returned to Health Information Service (HIS) in a timely manner
- Liaise with HIS staff and clinical staff regarding incomplete or deficient paperwork
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Carry out duties as per the relevant duty routines.
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

### **QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

### **OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:**

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

**KEY PERFORMANCE INDICATORS:**

- Attendance and active participation in the development of the department services, including participation in team meetings, relevant working parties, and committees as required and assist with the training of new staff.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Positively promote the organisation both internally and externally
- Work in a flexible manner and perform additional duties as required, as defined appropriate by the Manager, HIS and within the capabilities of the person at the time.
- GV Health expects staff to conduct themselves in such a way that they abide by organisation policies and always act in the best interest of the organisations. Allegations of poor performance/inappropriate behaviour and/or misconduct will be dealt with according to the Disciplinary Procedure.

**Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

**KEY SELECTION CRITERIA:**

**Mandatory**

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.*
- Demonstrated ability to organise tasks and environment with minimal supervision and under conditions of competing demands
- Demonstrated experience of working with computer systems
- Previous experience in a customer service role
- Ability to work effectively as part of a team and to be flexible within a multi-disciplinary team environment
- Ability to be courteous and demonstrate respectful behaviour in all interpersonal interactions
- Capacity to interact professionally with staff and consumers and maintain high levels of confidentiality and patient privacy
- Evidence of full immunisation against COVID-19 and Influenza
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment

**Desirable**

- Minimum Certificate III in Business Administration or equivalent
- Experience using a computerised patient management system (e.g. VITAL)
- Experience in an Emergency Department
- Familiarity with medical terminology

**Inherent Requirements**

GV Health has a duty of care to all employees. 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 the safety of others.

The role may require the following tasks among other things:

<b>CLERICAL / ADMINISTRATION ROLE</b>
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>

<b>Reviewed by</b>	<b>Manager - Health Information Service</b>
<b>Issued</b>	<b>September 2024</b>
<b>Review</b>	<b>September 2025</b>

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I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_

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(Print Name)