



POSITION DESCRIPTION

Position No:	F	Directorate	Allied Health	Review Date
Position Title	Intake Officer			2009
Award/Agreement	HSUA 1			
Award Classification	GD3			
Hours Per Fortnight	37.5	ADO included	No	
Reports To	Manager – Health Information Services			

ORGANISATIONAL INFORMATION:

The Djerriwarrh Health Services incorporates the Bacchus Marsh, Melton and Caroline Springs campuses, serving an estimate population in excess of 75,000 and provides acute hospital, aged care, outpatients and primary care services to the community.

Mission Statement: ‘Helping people of our community to better health and well-being’

Values: Djerriwarrh Health Services is committed to the following values, which underpin the basis of our principle key objectives:

- Integrity and professionalism.
- Team work.
- Efficient and cost effective services.
- Maximised patient/client satisfaction.
- A commitment to quality outcomes.
- Respect for all staff.
- Management by fact.
- Performance accountability.

PURPOSE OF THE POSITION:

- To ensure that consumers have access and equity in a timely fashion to services at Djerriwarrh Health Services

REPORTING RELATIONSHIPS

Direct Report Line Manager	Position No:
Manager – Health Information Services	F3153
Director of Allied Health	F3021

DUTIES REQUIRED OF THE POSITION:

Main responsibilities:

- To provide a welcoming, professional initial point of contact for people who phone or attend Djerriwarrh Health Services to make appointments to see health professionals
- To ensure that all clients seeking an appointment are contacted within a timely fashion
- To ensure that the documentation requirements for initial contacts and initial needs identification is completed as per DjHS requirements
- To ensure that all the protocols for initial contacts and initial needs identification are followed as per DjHS requirements
- To maintain close liaison with health professionals involved in the intake process
- To understand the relationship between internal and external providers
- To understand consumer/patient rights and responsibilities
- To attend training and educational up-skilling sessions as required
- To maintain and protect patient confidentiality at all times.
- To present in a professionally competent manner, including the wearing of designated uniform
- Other duties as directed

GENERAL RESPONSIBILITIES FOR ALL POSITIONS

1. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager of any risk or condition likely to result in accident or injury. Each employee has the responsibility to ensure their own health and safety and to co-operate with Djhs procedures as well as participating in appropriate safety education and evaluation activities.

2. Infection Control

Each employee has a responsibility to minimise exposure to incidents of infection/cross infection of patients, clients, residents, staff, visitors and the general public. All staff adhering to the procedures as set out in the organisations Infection Control Manual can most effectively achieve this minimisation.

3. Quality Improvement

Each employee has a responsibility to participate and commit to ongoing quality improvement activities using the relevant accreditation framework.

4. Workplace Harassment and Bullying

Djerriwarrh Health Services adopts and applies the Victorian State Government Code of Conduct. Each employee has the right to a work environment free from any form of workplace harassment and bullying. From an employee's orientation and throughout their employment, each employee is obliged to apply Djhs procedures and participate in appropriate education and training.

5. Djhs Standing Orders and Procedures

DjHS Standing Orders and Procedures are fully set out in the Procedure Manuals located throughout the organisation. It is the responsibility of each employee to familiarise themselves with these Manuals.

6. Confidentiality Policy

Each employee has a responsibility to comply with the organisation's confidentiality procedure as it is a condition of employment. Any breach of the Confidentiality Procedure will result in disciplinary action and/or dismissal under the conditions of the Health Services Act (Vic).

KEY PERFORMANCE INDICATORS FOR THIS POSITION

1. To meet the minimum requirements of the position as stated in this PD or as expressly agreed with your Manager and
2. To meet the objectives as agreed in your Performance Review Plan.

PERFORMANCE REVIEW

You're Manager and or the Director of Allied Services will undertake regular performance reviews based on Key Performance Indicators stated in the Performance Management Plan.

KEY SELECTION CRITERIA

KSC 1

- Accurate computer and data entry skills
- Past experience within a health care setting
- A good understanding of Medical Terminology. A certificate in Medical Terminology is highly desirable.

KSC 2

- Ability to work as part of a team
- Excellent time management skills
- Excellent communication skills

KSC 3

- Past experience in dealing with the general public on a one to one basis
- Proven ability to understand and prioritise tasks
- Proven initiative and enthusiastic approach to new challenges

KSC 4

- Understanding of referral processes and referral options
- Familiarity with the SCTT tool is highly desirable

Dated this _____ day of _____ 2009

(Employee)

Date _____

(Manager Health Information Services)

Date _____

(Director of Allied Health)