

POSITION DESCRIPTION

Position Title:	Computer Clerk
Business Unit/Department:	Medical Imaging
Division:	Clinical Support & Specialist Clinics
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Office Supervisor/Administration Manager
Direct Reports:	N/A
Date Prepared/Updated:	30 December 2023

Position Purpose

As a member of the Medical Imaging team, the Computer Clerk provides clerical and administration support, front desk reception and switchboard services according to a rotating roster. Even while rostered onto a particular service, the Computer Clerk may be asked to assist other team members as workload varies, and on occasion work cross-campus in order to provide an efficient service to the Medical Imaging Department.

Business Unit Overview

Western Health Medical Imaging (WHMI) provides state of the art comprehensive Diagnostic and Interventional Radiology services to one of the most culturally dynamic and rapidly expanding growth corridors in Australia. WHMI currently performs over 200,000 Medical Imaging examinations per annum. WHMI is committed to excellence in clinical diagnosis and patient care. It draws on the medical expertise of a highly experienced and committed team of Consultant Radiologists and Medical Imaging professionals. WHMI operates across 4 Western Health campuses located at; Western Hospital Footscray, Sunbury Hospital, Sunshine Hospital and the Williamstown Hospital. WHMI Medical Imaging services include Computer Tomography (CT), Fluoroscopy, Magnetic Resonance Imaging (MRI), Nuclear Medicine, Mammography, Digital Subtraction Angiography (DSA), Ultrasound and Digital X-ray. WHMI is an accredited member of the Royal Australian and New Zealand College of Radiologists.

Key Responsibilities

Clerical Reception duties include but are not limited to:

- Answer and respond to patient enquiries promptly and ensure Western Health's best Practice and Radiology CARES ideology is followed.
- Telephone operation including management of enquiries from sources both internally and externally which must be dealt with in an efficient and effective manner. Including paging and messaging services
- Provide support to Doctors as requested.
- Understand and consider all forms of communication when engaging with stakeholders involved in the patients care including but not limited to paging, faxing emails and telephone.

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- Demonstrate sound knowledge of the Radiology Information System (RIS) by understanding WHMI's resources in order to provide patients with the most appropriate appointment across WHMI sites.
- Demonstrate sound knowledge of the correct billing of all patients by understanding WHMI'S billing processes, guidelines and Medicare schedule.
- Provide referrer's priority access to our services by ensuring the distribution of Medical Imaging reports are completed daily and to assigned distribution method is followed correctly.
- Contribute to the department's objective of reducing patient wait times for examinations.
- Organise and schedule in-patient and outpatient (both hospital and private) referral appointments, within clinically and suitably appropriate time frames.
- Referral and patient information filing.
- Co-ordination of interpreters when needed
- The ability to handle patient billing processes including quoting, preparation of accounts and handling payment processes
- Facilitate training of new employees.
- Attending to all internal and external enquiries via face to face and telecommunication.
- Any additional duties requested by Administration Manager or Clerical Supervisors.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Clerical Supervisor
- Clerical staff
- Radiologists
- Radiographers
- Nursing Staff
- Administration Manager
- Customer Support Manager
- Finance
- Chief Radiographers
- Western Health Wards and Departments

External:

- Patients
- Health Professionals
- Legal Offices (TAC, WorkCover, Solicitors)
- Medicare
- Referring Doctors

Selection Criteria

Essential:

- Ability to adapt to a changing environment
- Excellent interpersonal and communication skills
- Excellent Organisational skills
- Demonstrated ability to maintain strict confidentiality
- Well-developed written and oral communication
- Demonstrated commitment to consumer needs
- Proficient in Microsoft Office Packages
- A commitment of Western Health Values – Compassion, Accountability, Respect, Excellence, Safety

Desirable:

- Experience with a Client or Patient database system

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- Experience in a Health Industry
- Previous Administration and Customer Service experience
- Medical Terminology knowledge

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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