

POSITION DESCRIPTION

Position Title:	Planned Surgery & Endoscopy Scheduler
Business Unit/Department:	Endoscopy Booking Office
Division:	Surgery, Endoscopy & Anaesthesia Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
Reports To:	Nurse Unit Manager - Planned Surgery & Endoscopy Access; Administration Manager
Direct Reports:	N/A
Date Prepared/Updated:	1 January 2025

Position Purpose

The Planned Surgery and Endoscopy Scheduler plays a vital role in the efficient and effective delivery of patient care by accurately entering patient data and scheduling appointments for all planned surgical and endoscopic procedures. This position requires a high level of organisation, attention to detail, and excellent customer service skills to ensure a smooth and timely patient journey.

Business Unit Overview

The Division of Surgery, Endoscopy and Anaesthesia Services is responsible for the provision of elective and emergency surgical and endoscopic procedures across Western Health. Services are provided across Footscray, Sunshine, Williamstown, Bacchus Marsh, and Sunbury campuses and include adult and paediatric services. We provide more than 16,000 planned procedures per year in conjunction with a significant emergency program.

Key Responsibilities

Data Management:

- Maintain accurate patient records within patient information systems.
- Compliance with the *DH Planned Surgery Access Policy 2024* and *Elective Surgery Information System (ESIS)*
- Patient Management:**
- Collaborate with the Liaison Nurse to effectively manage the patient journey for all planned procedures.
- Accurately record all patient information in relevant patient management systems and Electronic Medical Record (EMR), including requests for admissions, theatre schedules, pre-admission appointments.
- Perform scheduled audits in compliance with the *DH Planned Surgery Access Policy 2024*.

Theatre List Management:

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- Collaborate with the liaison nurse to schedule procedural lists a minimum of two weeks in advance.
- Monitor and maintain accurate theatre templates in collaboration with the liaison nurse.

Administrative Support:

- Perform administrative tasks including data entry, scheduling, and maintenance of patient records.
- Perform basic office duties.

Customer Service:

- Provide accurate and timely correspondence to patients regarding their surgical journey, including appointment confirmations and updates.
- Respond promptly and professionally to all telephone, email and verbal enquiries from patients, families, and other departments.

Quality Improvement:

- Participate in process improvement initiatives relevant to the department.
- Support liaison nurses to monitor and track key performance indicators (KPIs), including the Statement of Priorities (SoP) as set by the DH.

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:

- Planned Surgery Access Manager
- Liaison Nurses
- Preadmission Clinic
- ESIS and Data Assurance Officer
- Perioperative Departments
- Surgical Units

External:

- Patients and carers
- General Practitioners
- Western Health Community Partners
- Private Rooms

Selection Criteria

Essential:

- **Customer Service Excellence:** Proven experience and ability to provide exceptional customer service to patients, their families, and other healthcare professionals.
- **Communication Proficiency:** Excellent written and verbal communication and interpersonal skills.
- **Technical Skills:** Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and other relevant computer software.
- **Administrative Experience:** Previous experience in an administrative or data entry role, demonstrating strong organisational and time-management skills.
- **Time Management:** Proven ability to consistently meet deadlines and prioritise tasks effectively.
- **Teamwork:** Demonstrated ability to work effectively as part of a multidisciplinary team.

Desirable:

- **Healthcare Experience:** Prior experience working within a healthcare environment.
- **Waiting List Management:** Previous experience in managing patient waiting lists or related healthcare scheduling.
- **System Proficiency:** Competency in using iPM and Electronic Medical Record (EMR) systems.
- **Medical Terminology:** Sound knowledge of medical terminology.

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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), 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
- 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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