

## POSITION DESCRIPTION

<b>Position Title:</b>	Cardiology Administration Officer
<b>Business Unit/Department:</b>	Cardiology
<b>Division:</b>	Cancer, Cardiology & Specialty Medicine
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 1 – Level 1 to Level 5 (HS1 to HS17)
<b>Reports To:</b>	Cardiology Administration Team Leader
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	12 July 2024

### Position Purpose

The Cardiology Administration Officer is an integral member of the Cardiology team.

This role will work collaboratively with the Cardiology Administration Team Leader and members of the Cardiology Administration team to support patient care and access to tests in the Cardiac Diagnostic Service and elective Cardiology procedures across Footscray and Sunshine Hospitals. The role will support the Cardiology team more broadly to ensure patient care is delivered in an efficient and effective manner.

As required this role will support facilitating patient care and organisational requirements that the Cardiology Administration team support. This may include but not be limited to, referral management, appointment scheduling, patient and carer communication, Medicare Benefits Scheme (MBS) billing, management of wait lists and other administrative tasks. Agreed Key Performance Indicators (KPIs) will drive accountability and role deliverables.

The working areas for the Cardiology Administration Officer consist of:

- Cardiac Diagnostic Service (CDS)
- Cardiac Catheterisation Lab (CCL)
- Cardiology Elective Bookings

### Business Unit Overview

The Western Health Division of Cancer, Cardiology and Specialty Medicine provides a comprehensive suite of inpatient, clinic, and community-based care.

The Cardiology Unit provides inpatient and outpatient cardiac services and consists of Cardiac Care Unit (CCU), Cardiac Catheterisation Laboratory (CCL) and Non-Interventional Cardiac Diagnostic Units (CDS).

The CCU is situated at both Footscray and Sunshine and comprises Coronary Care beds and telemetry-monitored beds. The CCU cares for acutely unwell patients with acute coronary syndrome, arrhythmias, heart failure and patients requiring elective cardiac procedures as well as medical and surgical patients

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<p>requiring acute cardiac care. Additionally, the CCU supports the cardiac arrest service across Footscray and Sunshine Hospitals.</p> <p>The CCLs are situated at Footscray and Sunshine Hospital and provide diagnostic, interventional and electrophysiology services for both inpatients and elective outpatients. The CCL provides a 24-hour on-call service for urgent percutaneous coronary interventions.</p> <p>The outpatient Cardiac Diagnostic Service operates from Sunshine Hospital and support non-interventional diagnostic testing and extends support to inpatient Echocardiography and the CCLs at both Footscray and Sunshine Hospital.</p>
<p><b>Key Responsibilities</b></p> <p><b>Front Reception Customer Service:</b> This role in the CCL and CDS has a high level of face-to-face interaction with patients and their significant others. Duties include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Checking patients in or admitting them for their appointments or procedures</li> <li>• Assisting with bookings and enquiries whilst completing other reception duties</li> <li>• Work collaboratively with the administrative team and follow the directions of the Team Leader</li> <li>• Work collaboratively with the clinical managers within assigned departments</li> <li>• Ensure work area is maintained and well kept</li> <li>• Role model behaviours consistent with the Code of Conduct and organisational values</li> <li>• Ensure a professional manner to all employees, patients and their significant others by being courteous and helpful</li> <li>• Provide clear and concise communication with employees, patients and significant others in the process of performing your duties</li> <li>• Administration support for Cardiology team as required</li> <li>• Undertake other duties as directed by the Team Leader</li> </ul> <p><b>Bookings &amp; Billing Management:</b> This is supporting procedure bookings and billing for the CCL, CDS and Cardiology Elective Bookings process as required. This includes communication when required with patients and their significant others. Duties include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Processing referrals</li> <li>• Booking appointments</li> <li>• Managing waiting lists</li> <li>• Results Management</li> <li>• Rescheduling/cancelling of clinics</li> <li>• MBS Billing</li> <li>• Communication with patients around procedure planning</li> </ul> <p><b>Procurement &amp; Supply:</b></p> <ul style="list-style-type: none"> <li>• Ordering supplies as required by work area</li> <li>• Reconciliation of orders when delivered</li> </ul> <p><b>Performance:</b></p> <ul style="list-style-type: none"> <li>• Actively seek feedback from Team Leader regarding quality of your service</li> <li>• Actively participate in annual performance review</li> </ul> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p>
<p><b>Key Working Relationships</b></p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Divisional Director</li> <li>• Operations Manager</li> </ul>

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- Cardiology Head of Unit
- Cardiologists and referring doctors
- Cardiology area manager's – CCU, CCL, CDS
- Cardiology Administration Team Leader
- Cardiology Administration Staff
- Nursing, Midwifery, Medical and Ancillary Staff
- Support Services
- ICT Services
- Health Information Services
- Interpreters
- Other Hospital Departments

**External:**

- Patients, visitors and significant others
- General Practitioners and external referrers and providers
- Community Services Providers

### Selection Criteria

**Essential:**

- Professional, self-motivated and able to work in a diverse team
- Excellent communication and interpersonal skills
- Highly developed computer skills
- Demonstrated commitment to promoting data integrity and systems to ensure data quality
- Ability to learn new tasks and computer programs
- Well-developed coordinating skills
- Ability to work collaboratively within the multidisciplinary Cardiology team
- Ability to work under pressure and appropriately prioritise workload
- Demonstrated ability to maintain strict confidentiality
- Demonstrated ability to work effectively as part of a team
- Commitment to patient/customer focused care
- Commitment to the Western Health Values – Compassion, Accountability, Respect, Excellence, Safety

**Desirable:**

- Experience in a similar role in a hospital or health care related industry
- Experience with iPM, BOSSNET & Cerner software systems
- Understanding of the MBS and billable program
- Certificate in Administration/Customer service engagement

### 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

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- 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, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- 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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