POSITION DESCRIPTION - The Alfred

POSITION: Medical Typist / Receptionist

STATUS: Full Time

AWARD/AGREEMENT: Victorian Public Health Sector (Health and Allied Services, Managers and Administration Officers) Single Interest Enterprise Agreement 2016-2020

CLASSIFICATION TITLE: HS1A – HS1

DEPARTMENT/UNIT: Radiation Oncology / Cancer Services

CLINICAL PROGRAM: Alfred Cancer Service

DIVISION: Operations

ACCOUNTABLE TO: Administration Manager

ALFRED HEALTH
Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham. Further information about Alfred Health is available at www.alfredhealth.org.au

OUR PURPOSE
To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS
Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:
- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We all play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow

DEPARTMENT

Alfred Health Radiation Oncology
The Alfred Radiation Oncology (ARO) Department is a unit of a comprehensive cancer service provided by Alfred Health. The department is comprised of two units, Alfred Radiation Oncology (ARO) located in the South Block at The Alfred and The Gippsland Radiation Oncology (GRO), located at Latrobe Regional Hospital. Together the two units provide the full range of radiation oncology and radiation therapy services (with the exception of paediatrics) in addition to some specialized services with both state and national significance.
POSITION SUMMARY
Working in a small administrative team, this role is one of joint responsibilities which include; providing reception, typing and administrative support to all members of the Radiation Oncology team in order to facilitate a high level of care to the patients. This will involve some responsibility for; preparation of medical records, following up doctor’s requests, scanning, general administrative work, medical audiotyping and reception duties. The role will provide administrative, typing and reception support to various clinical and non-clinical staff to ensure the smooth running of Radiation Oncology treatment and associated clinics. The Receptionist and associated Administration Team, is the first point of contact with the public, as such it is essential that they are pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group. A person situated in this role will work proficiently in a fast paced environment, and collaboratively with all Radiation Oncology Staff, including administrative team, medical and allied health and external providers.

KEY CAPABILITIES AND VALUES:

- Excellent communication skills with an ability to interact and deal with a large professional team.
- High degrees of motivation, reliability and attention to detail
- Demonstrated high level of customer service, highly proficient computer literacy & Audiotyping skills
- Demonstrated high level time management and interpersonal skills
- Motivated and enthusiastic with a positive attitude toward work and colleagues
- Flexibility to attend to a variety of administrative duties
- The willingness to participate and contribute to a learning environment
- Resilience and self-care

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational safety, quality & risk policies and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Alfred Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:

- Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.
- Comply with relevant privacy legislation.
- 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 Alfred Health.
- Comply with Alfred Health medication management and medication safety policies and guidelines.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
KEY RESPONSIBILITIES

- **General Administrative**
  - Answering telephone calls from patients, other hospital staff and others.
  - Pulling Histories for clinics
  - Attending to incoming/outgoing mail and faxes.
  - Photocopying, filing and maintenance of correspondence, reports, investigations etc. in the patient’s medical record.
  - Scanning/importing of medical reports / investigations / correspondence, etc into patients medical record
  - Maintain a current knowledge of the department’s Emergency Procedures.
  - Input and access data related to the department and hospital computer systems.
  - Assist in maintaining the database in good order.
  - Attend administrative staff meetings as required.
  - Take part in staff training, orientation of new staff, trainees or temporary staff as and when required.

- **Specific Administrative**
  - Audiotyping of medical reports / correspondence / clinical notes as dictated by the doctor and allocated by the Administration Manager.

- **Reception Duties**
  - Answering phones, booking and confirming appointments, entering of new patient details into computer software, processing of Medicare
  - Organise/liaise and or book with other with other Alfred Departments in regards to patient appointments and transportation and general area maintenance
  - Meet and greet patient/clients and centre visitors and provide exceptional customer service.
  - Ensure all incoming phone calls are attended to in a prompt and courteous manner

Other duties commensurate with the position and as assigned by the HoU/Administration Manager.

**QUALIFICATIONS/EXPERIENCE REQUIRED**

- Minimum year 11 (preferred) or equivalent.
- Medical Terminology
- Proficient with audiotyping.
- Customer service experience as well as good organisational skills would also be an advantage

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Position Description authorised by: Operations Manager & Administration Manager  
Date: 17th October 2019