

Eastern Health

POSITION DESCRIPTION

Position Title:	Planned Surgery Administrative Team Leader and ESIS Clerk
Award Classification:	HS3
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Current Effective Date:	May 2024
Next Review Date:	May 2026
Reports to:	Eastern Health Elective Surgery Access Unit Nurse Unit Manager
Works closely with:	Nurse Unit Manager Elective Surgery Access Unit, Elective Surgery Services Manager, and Deputy Director of Operations

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

To lead and manage the Surgical Booking Clerks and Theatre Allocation Clerk within Elective Surgery Access Unit to achieve competence in all areas of their roles, which will include guidance, supervision, and training of staff.

To manage the Electronic Surgery Information System (ESIS) data integrity and reporting.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Responsible for the ESIS validation process- providing reports to Department of Health to verify the accuracy of data submitted, reconcile the data accepted with internal systems, and make appropriate corrections.
- Management of all Statutory reporting, extract reconciliation and reporting compliance audits.
- Effective rostering of clerical staff to ensure adequate cover for all Surgical stream needs are met, including leave management aligned with Eastern Health's expectations.
- Be the first point of escalation for all Surgical Booking Clerks and Theatre Allocations Clerk.
- Recognise and respond to Clerical staffing issues and escalate to Elective Surgery Access Unit Nurse Unit Manager as needed.
- Responsible for recruitment, induction and training of newly recruited Surgical Booking Clerks
- Ensure all clerical staff have active performance and development plans that are reviewed annually.
- Monitor and ensure staff compliance with mandatory training requirements specified by Eastern Health
- Provide regular review and reporting of ESIS errors to Planned Surgery stream
- Assist with ESIS education of Elective Surgery Access Unit Liaison Nurses and Booking Clerks.
- Train and supervise administration/reception staff
- Work within the requirements of the Elective Surgery Access Policy at the direction of the Surgical Unit Liaison Nurse
- Monitor and maintain surgical confirmations
- Respond to telephone calls in a timely and appropriate manner
- Assist medical, allied health and nursing staff with requests, concerns and enquiries regarding elective surgery wait list management
- Liaise with pre admission, medical imaging, operating theatres and other Departments across Eastern Health to ensure best outcomes for patients waiting for planned surgery
- Participate in process improvements within the Surgical Unit and Eastern Health planned surgery waiting list management
- Work with the Surgical Unit Liaison Nurse to monitor elective surgery Key Performance Indicators, including the monitoring and treatment of Category 1 patients within indicated timeframe
- Work with the Surgical Liaison Nurse and Surgical Booking Clerk to ensure patients completed and return the Health Questionnaires
- Liaise with other office staff, theatre staff, preadmission clinic, and medical staff across Eastern Health regarding cancellations/additions to the theatre list in a timely manner
- Provide clerical support to the Surgical Unit
- Manage Surgical Unit requirements for stationary and Eastern Health planned surgery paperwork
- Cover leave as required. This may involve working from another campus with a different Clinical Stream
- Work closely with and perform duties as directed by Nurse Unit Manager and/or Elective Surgery Services Manager

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other

person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

1. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

2. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The

incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Key Result Areas /Key Performance Indicators

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

Key Selection Criteria

Position Title:	Planned Surgery Administrative Team Leader and ESIS Clerk
Award Classification:	HS3 - Admin Officer Gr 03
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Current Effective Date:	May 2024
Next Review Date:	May 2026
Reports to:	Eastern Health Elective Surgery Access Unit Nurse Unit Manager
Works closely with:	Nurse Unit Manager Elective Surgery Access Unit, Elective Surgery Services Manager, and Deputy Director of Operations

Essential

- Demonstrate positive leadership of team, self and others.
- Proven experience with ESIS Management, including management of ESIS errors and subsequent reporting requirements.
- Competency with IPM software program.
- Proactively lead team cohesion and positively support conflict management, as required excellent communication skills, clerical and organisational skills
- Excellent interpersonal / telephone skills
- Professional presentation, style and manner
- Proficient in Microsoft Office software (eg. Word, Excel, Access, PowerPoint, Outlook etc)
- Demonstrated attention to detail and proven abilities to work within deadlines
- Knowledge of medical terminology
- Ability to work without supervision
- Ability to prioritise workload & work under pressure.
- Demonstrates understanding of customer service of internal & external customers & committed to effectively meet their needs in a helpful & professional manner.

ATTACHMENT 2

Key Result Areas /Key Performance Indicators

Position Title:	Elective Surgery Administrative Team Leader and ESIS Clerk
Award Classification:	HS3 - Admin Officer Gr 03
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Current Effective Date:	May 2024
Next Review Date:	June 2026
Reports to:	Eastern Health Elective Surgery Access Unit Nurse Unit Manager
Works closely with:	Nurse Unit Manager Elective Surgery Access Unit, Elective Surgery Services Manager, Clinical Stream Director and Associate Program Director

The ESIS Clerk and Administrative Team Leader must assist to ensure that the following KPI's are achieved. These include but are not limited to:

- Management and correction of ESIS errors within Department of Health guidelines.
- Supervision and support of Surgical Booking Clerks to ensure the below are met as per Department of Health guidelines:
 - 100% Cat 1 patients treated within 30 days
 - 94% Cat 2 patients waiting in time (90 days)
 - 94% Cat 3 patients waiting in time (365 days)
 - NRFS rate at 15%
 - Hospital Initiated Postponements (HIPs) to not exceed 7%
 - Expectation of 80% of patients being treated in turn
 - Operating Theatre lists scheduled 3 weeks in advance
 - Operating Theatre lists scheduled against agreed surgical unit template
 - Meet Eastern Health (EH) access, activity and target indicators as defined by the Eastern Health Scorecard
 - Expectation of identification and development of quality improvement activities
 - Annual completion of all EH and surgical unit related competencies
 - Compliance with professional registration requirements
 - Develop relationships with external stakeholders and providers, as required
 - Attend 70% of local departmental meetings
 - Maintain activity against established targets
 - Assist to develop and strategize service