

POSITION DESCRIPTION

Position Title	Operation Support D Advanced Computer Clerk (Brighton Perioperative Services)
Reports to (Title)	Nurse Manager Perioperative Services – Cabrini Brighton
Group Director/ Chief	Executive Director – Malvern & Brighton
Department	Perioperative Services
Position Location	Brighton
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	0

Position Summary & Role Purpose

Operational Support D – Advanced Computer Clerk Brighton Perioperative Services is responsible booking of surgical patients and general clerical and receptionist administrative duties for Brighton Perioperative Services as required within the framework of the Mission, Values and Vision of Cabrini Health.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Promotes an environment in which all interpersonal relationships reflect respect and courtesy.
- Maintains confidentiality and respects sensitive information.
- Seeks to foster a work environment which enhances partnership, teamwork and co-operation.
- Participates in a team approach based on mutual respect and direct communication between team members.
- Communicates effectively with colleagues and interdepartmental staff.
- Demonstrates the ability to work as a team member.

1.2 Operational Responsibilities

- Appropriately manages all incoming telephone calls and enquiries regarding bookings.
- Responsible for the booking of all elective surgical cases.
- Processes all urgent and emergency cases.
- Enters all relevant information for surgical bookings onto the Patient Administration System.
- Manages cancelled cases and sessions and advises the Brighton Theatre Floor Coordinator and Nurse Manager of late cancellations.
- Ensures all bookings are received in a timely manner and contacts Surgeons' rooms to follow up late bookings.
- Prepares and dispatches the operation list on a daily basis and attends to all of the alterations/additions as they occur.
- Enters post case data information from the MR forms onto the Patient Administration System.

- Processing of patient histories post procedure.
- Responsible for communication to medical staff regarding leave notification.
- Blocking the Patient Administration System with the sessions for the following calendar year as directed by the Nurse Manager Perioperative Services – Cabrini Brighton.
- Administrative duties as directed by the Nurse Manager Perioperative Services – Brighton and the Brighton Theatre Floor Coordinator.
- Performs word processing/typing duties, photocopying, preparation of reports, correspondence, minutes and other documents as required, and the filing and maintenance of records
- Entering booking slips and faxes into the Patient Administration System (PAS)
- Liaising with Doctor's rooms and reception staff to ensure correct patient details, correct theatre times and details
- Responds in a courteous, helpful and welcoming manner to all persons making enquiries
- Welcomes patients, family members and visitors to the Cabrini Theatres as required, and directs them appropriately
- Welcomes VMO's company representatives and agency staff ensuring they are approved for entry, and accredited
- Assists visitors in providing locker access and recording the visit in the log book
- Responds quickly in 'emergency' situations ensuring correct personnel are contacted
- Adheres to Cabrini policy regarding confidentiality in all matters
- Answers telephones, responds to telephone and other queries and ensures accurate recording and delivery of messages
- Attends to patient and family requests, referring to the appropriate person if unable to assist
- Receives packages/parcels and directs them to the appropriate area
- Performs courier functions as necessary
- Assists with requesting medical staff lunch and dinner orders for medical staff, ensuring they reach the tea room

1.3 Resource Management

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter

1.4 Contributes to the achievement of professional expertise for self and direct reports through:

- Maintenance of ongoing personal professional development / continuing education
- Personal application of the Cabrini performance management framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Work Health and Safety

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

3. Safety and Quality

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

4. Child Safety

Cabrini complies with the Victorian Child Safe Standards 2015 and the National Catholic Safeguarding Standards. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies including the following:

- Child safe organisational framework
- Mandatory reporting of suspected child abuse
- Working with children check

Organisational Relationships

- Reports directly to the Clinical Command Booking Centre ANUM/Coordinator
- Maintains a close collaborative working relationship with the Perioperative Service team

Committee Membership

The Operational Support D – Theatre Reception advanced computer clerk will participate as a member of the following committees:

- Relevant external committees as a representative of Cabrini
- As directed by the Clinical Command Booking Centre ANUM/Coordinator or Nurse Director Perioperative Services

Staff Development

The Operational Support D – Theatre Reception advanced computer clerk will demonstrate a commitment to personal and professional development of self and staff by:

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

Key Competencies

The Operational Support D – Theatre Reception advanced computer clerk must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- N/A

Registration

- N/A

Experience

- Significant experience as clerical assistant, preferably in a health care organisation or other relevant work environment
- Experience in effective clerical duties, including word processing, desktop publishing, spreadsheets, database management, filing, and document preparation, and knowledge of medical terminology desirable
- Demonstrated effective interpersonal and communication skills, organisational abilities, and team and customer focus
- Demonstrated respect for confidentiality of all correspondence and administrative matters.

Knowledge

- Medical Terminology Skills an advantage.

Conditions of Employment

Salary and conditions in accordance with the Cabrini Contract of Employment / Employment Agreement

Cabrini Mission, Values and Behaviours that Matter

Our mission

WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

Our values

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable

- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

Behaviours that matter

Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to “provide excellence in all of our services”.

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

We are committed to safety and quality:

Behaviours that matter	Unacceptable behaviours
We put patient/resident safety first	We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents
We ask questions to understand the problem	We jump to conclusions and look for someone to blame
We admit when we make a mistake and seek a solution	We try to cover up or make excuses for mistakes
We look for opportunities to improve our care and services	We resist or sabotage change
We speak up when we see behaviour that is inconsistent with our values	We encourage or participate in poor behaviour

We are here to provide service:

Behaviours that matter	Unacceptable behaviours
We greet everyone warmly	We are rude or discourteous

We are always kind and caring	We are arrogant or demeaning
We give our full attention to the person speaking to us	We are distracted, impatient or dismissive
We communicate openly, sensitively and in a timely manner	We are dominating, abrupt or sarcastic

We work together to achieve the best outcome:

Behaviours that matter	Unacceptable behaviours
We are quick to offer help without waiting to be asked	We refuse to help even when it is clearly required
We share information readily to promote the best care and services	We withhold information or are competitive to the detriment of others
We do as we say we will	We are unreliable or inconsistent
We encourage and support each other	We berate or humiliate others
We give praise for a job well done	We are excessively critical or devalue the contributions of others

We exhibit a positive attitude:

Behaviours that matter	Unacceptable behaviours
We approach our day with energy and enthusiasm	We are negative or apathetic
We look for the best in people	We are judgemental and put others down
We take pride in our personal appearance	We look dishevelled, dirty or have offensive personal odour

We want to build a just and sustainable community:

Behaviours that matter	Unacceptable behaviours
We treat each other fairly	We are hostile or abuse our power
We use our resources responsibly	We are wasteful or extravagant
We consider the environmental impact of all we do	We are thoughtless or careless

APPROVAL

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role

Authorised:



Louise Alexander
Executive Director – Malvern & Brighton

30/06/2026

Date