

POSITION DESCRIPTION

Position Title	Bookings and Allocations Clerk
Reports to (Title)	Clinical Operations Manager
Executive Director	Director of Nursing (Malvern)
Department	Malvern Management
Position Location	Malvern
Award/Agreement	Salary & Conditions in accordance with Contract of Employment
Delegation of Authority Level	0

Position Summary & Role Purpose

The Bookings and Allocations Clerk will primarily be responsible for receiving and documenting requests for patients to be admitted to Cabrini Malvern. They will assist with staffing and transport bookings and bed allocations under the direction of the Bed Allocations Coordinator and Hospital Coordinator in the afterhours, within the framework of the Cabrini Mission, Values, Values, Vision and the Behaviours that matter.

Key Result Areas

1. Key Responsibilities, Outcomes and Activities

1.1 Leadership and management

- Maintains confidentiality and respects sensitive information
- Interacts with customers respectfully and professionally.

1.2 Operational Responsibilities

- Documents requests for patient admissions
- Communicates with ward shift coordinators and doctors under the instruction of the Bed Allocations Coordinator regarding admissions
- Conforms to Cabrini's policy regarding confidentiality in all matters
- Maintains data and all documentation required under the instruction of the Clinical Operations Manager
- Substitutes the Staffing Allocations Clerk and Transport Bookings Clerk in their absence
- Allocates patients to wards under the instruction of the Bed Allocations Coordinator
- Answers telephones, responds to telephone and other enquiries and ensures accurate recording and delivery of messages
- Maintains Patient Administration System (PAS) to ensure any changes that effect patient admissions are updated.

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 management performance framework
- Identifying, encouraging and monitoring the continuing development of others within a learning culture.

2. Safe Practice and the Environment

Contributes to ensuring a safe and hazard free environment for self and others

- 2.1 Participates in ensuring a hazard free work environment by following Cabrini policies and procedures and any subsequent instructions.
- 2.2 Carries out duties in a manner which does not put at risk their own health and safety or that of others.
- 2.3 Co-operates with measures introduced in the interest of workplace health and safety.
- 2.4 Is aware of emergency and evacuation procedures and attends programs as required.
- 2.5 Co-operates with directions from emergency or evacuation wardens and professionals.
- 2.6 Undertakes any training provided in relation to Occupational Health and Safety, including in relation to manual handling.
- 2.7 Immediately reports to supervisor/manager any hazard or matter which may affect health and safety, including any accident or near-miss.
- 2.8 Correctly uses any information training, personal protective equipment and safety devices provided.
- 2.9 Refrains from intentionally misusing or recklessly interfering with anything that has been provided for health and safety resources.
- 2.10 Undertakes only those tasks for which authorisation and/or necessary training is provided, and for which all necessary safety arrangements are in place.

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 and residents. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

Organisational Relationships

The Bookings and Allocations Clerk reports directly to:

- Clinical Operations Manager

Committee Membership

The Bookings and Allocations Clerk will participate as a member of the following committees:

- As directed by the Clinical Operations Manager

Staff Development

The Bookings and Allocations 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
- Contributing to the Cabrini professional development program as required
- Participating on performance reviews in accordance with Cabrini policy

Key Competencies

The Bookings and Allocations Clerk must demonstrate the following requirements:

ESSENTIAL

Educational/Vocational

- N/A

Registration

- N/A

Experience

- Demonstrated ability as an effective team member with excellent communication skills, focused on providing good service
- Demonstrates effective interpersonal and communication skills and organisational ability
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Knowledge

- Patient Administration System (PAS)
- Microsoft Office - Intermediate
- Kronos

Conditions of Employment

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

Cabrini Mission, Values and Vision

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" which is translated into our quality goals of 100% right care, 100% patient satisfaction and 100% staff engagement.

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 Human Resources

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
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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

Our vision

Cabrini fulfils the commitment of the Missionary Sisters of the Sacred Heart of Jesus to the healing mission of the Catholic Church.

We serve people across all stages of life, encompassing spiritual, physical, emotional and social care and reflecting the *Code of Ethical Standards for Catholic Health & Aged Care*. The wellbeing and happiness of our patients, residents and families is our mission and central to what we do.

By understanding and addressing the needs of our community, we will grow by learning – by researching and continuously improving the quality of our care and by motivating staff committed to our healthcare mission. We will deliver clinical service excellence, in particular, emergency, cardiac, cancer, paediatric services and care of the elderly, in well designed, modern facilities using proven modern technology, equipment and clinical practice.

By 2020, we will enhance health and quality of life by treating sickness and by working with our patients, residents and their families to anticipate, prevent and ease suffering. We will reach twice as many patients, residents and family members and we will expand our social outreach and community development program sixfold. To achieve this growth we need to deliver an outstanding patient and family health care experience, making us 'first choice for care'. This will enable us to maintain profitability and thereby continue investment in high quality services that respond to community need.

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

Approved:


Director Human Resources & Employee Relations

Date


21/11/2014

Authorised:


Executive Director Cabrini Malvern

Date


24/11/14