

POSITION DESCRIPTION

MNCLHD - Telephonist Level 3

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Mid North Coast Local Health District
Position Classification	Telephonist Lvl 3
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration
Website	www.mnclhd.health.nsw.gov.au

PRIMARY PURPOSE

Responsible for the efficient operation of the switchboard and paging system, ensuring calls are answered in a timely, courteous manner, with clear and concise communication. Provision of timely and efficient administrative services in line with current Mid North Coast Local Health District policies and procedures

KEY ACCOUNTABILITIES

- Ensure all communication is promptly answered and all calls efficiently connected to the appropriate location.
- Ensure all emergency procedures are carried out promptly and correctly as per MNCLHD Policy and Procedures.
- Provide a pleasant and efficient communication service to staff, visitors and patients.
- Assist with patient enquires calls/ desk duties as required.
- Perform routine clerical duties and/or handle monies.
- Perform clerical duties in respect of admissions and/or accounts (other than telephone) in addition to switchboard duties.
- Actively promotes and participates in patient safety and ongoing quality improvement programs. Engages in practices that promote the best possible health outcomes for patients/clients, and supports a culture of patient safety, clinical quality and innovation.

KEY CHALLENGES

- Ability to prioritise workload in relation to responsibilities
- Exercise initiative in the performance of duties
- Maintain appropriate skills to provide quality service.

KEY RELATIONSHIPS

Who	Why
Manager/Supervisor	Provide and receive feedback; operational issues

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SELECTION CRITERIA

1. Experience in providing administrative support incorporating switchboard operation in a busy office environment.
2. Excellent telephone manner with ability to provide assistance in a polite, clear, well-spoken calm manner in all circumstances.
3. Sound interpersonal, written and verbal communication skills with the ability to liaise confidently and courteously with people at all levels.
4. Demonstrated competency in computer use and relevant software programs (eg Word, Excel, Outlook)
5. Proficient organisational skills with ability to prioritise workload to meet deadlines.
6. Proven ability to work autonomously and as an effective member of a team

OTHER REQUIREMENTS

Other Duties: Perform other duties as directed consistent with Award classification.

Vaccination: Category B

Closing the Gap: MNCLHD prioritises 'Closing the Gap' and improving the health outcomes of Aboriginal and Torres Strait Islander people. We are committed to development of culturally safe partnerships with local Aboriginal communities, organisations and Community Controlled Health Services.

Workplace Culture: Ensure all workplace conduct is consistent with the behaviours associated with MNCLHD values and the NSW Health Code of Conduct.

I agree to follow the MNCLHD's policy of zero tolerance towards workplace and family violence. I recognise that violence takes many forms subtle and overt including physical and psychological actions. I commit to not participate in these forms of violence and recognise it is illegal to do so. I will not initiate or participate as a bystander to violence. I will comply with MNCLHD organisational policy for responding to violence, recognising that all forms of violence are unacceptable, that violence is experienced by men, women and children, but most prevalent for women and children.

Workplace Diversity: Comply with and participate in the organisations workplace diversity policies and procedures.

Please note: A person who is not an Australian citizen or a permanent resident is only eligible for temporary employment for a period not longer than the duration of their current visa or a period not shorter than the duration of the advertised position.

Performance Review: A review of performance will be conducted 3 months after commencing and annually thereafter.

Finance and Assets: Manage allocated finance and resources efficiently and effectively.

Risk Management: All staff are expected to manage risks in their own area, and within their capacity and delegation of authority. Risks beyond a staff member's capacity or delegation need to be reported to their supervisor.

Work Health and Safety: Workers have a positive duty to demonstrate commitment to safety. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with work health and safety legislation, policies procedures and safety instructions.

Training: It is the responsibility of each staff member to comply with mandatory and other training requirements as directed by National, State and Local Legislation and Policy and as relevant to the position.

Continuous Quality Improvement: It is the responsibility of each staff member to be aware of the contents of the Policy and Procedures Manual(s) for their Department and to work within the principles contained therein.

Actively promotes and participates in patient safety and ongoing quality improvement programs. Engages in practices that promote the best possible health outcomes for patients/clients, and supports a culture of patient safety, clinical quality and innovation.

Non-smoking policy: MNCLHD sites are totally smoke free. Smoking is prohibited in the grounds, buildings and vehicles within the public health system.