

Position Title: Radiology Clerical Reception

Campus: Ballarat

Department: Imaging & Diagnostics

Reporting to: Radiology Office Manager

Appointment Terms/Conditions:

Classification and Code: HS1A or HS1

Enterprise Agreement: Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Officers) Single Interest Enterprise Agreement

Time fraction: As per contract

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Radiology Clerical Reception position plays a vital role in delivering a high standard of service to patients, families, clinicians, and healthcare professionals across the Radiology Department. This role is responsible for managing front-of-house reception duties, coordinating appointments, handling phone and in-person enquiries, preparing patient documentation for reporting, and ensuring timely and accurate data entry. The position contributes to the efficient flow of patients through the department while maintaining confidentiality, supporting infection control standards, and upholding the values and policies of Grampians Health.

KEY ACCOUNTABILITIES

- Deliver high-quality customer service, including effective liaison with reporting doctors and other health professionals.
- Accurately prepare and manage patient documentation for reporting within the COMRAD system.
- Maintain strict confidentiality in all matters, including correspondence, documentation, discussions, and phone communications.
- Ensure all documentation is prepared accurately and in a timely manner to support effective clinical reporting.
- Adhere to all Grampians Health policies and procedures.
- Actively participate in Grampians Health's integrated risk management and quality improvement systems by identifying, minimising, and managing risks, and seeking continuous improvement opportunities through collaboration with managers and colleagues.
- Safeguard the confidentiality of Grampians Health's patients, clients, staff, and organisational operations, including commercial and financial information, except where disclosure is clinically required or legally mandated.
- Demonstrate respect for diversity and inclusiveness, recognising each individual's right to equitable healthcare regardless of background, identity, or socioeconomic status.
- Embrace and demonstrate Grampians Health's values by delivering person-centred care in all interactions with patients, families, carers, and colleagues.

KEY SELECTION CRITERIA

- Computer Skills: Advanced computer skills with demonstrated experience using the Microsoft Office Suite, including Word, Excel, PowerPoint and Outlook. Highly skilled in accurate word processing and data entry.
- Database Management: proven ability to develop, maintain and report from databases.
- Privacy and confidentiality: Demonstrated understanding of the principles of privacy and confidentiality.
- Customer Focus: Ensuring that the customer perspective is a driving force behind business decisions and activities; crafting and implementing service practices that meet customers' and own organisation's needs.
- Demonstrated ability to work effectively autonomously with minimal supervision as well as part of a team. Experienced in data entry and Microsoft Office
- Experience in a IBA/PAS and in Hospital based computer systems, including knowledge of COMRAD is desirable but not essential.
- Interpersonal & Communication skills: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.