

Position Description



1. General Information

Position Title:	Business Officer (Bookings) - Sleep Unit
Division/Department:	Epworth Rehabilitation
Position Reports to:	Administration Team Leader
Enterprise/Individual Agreement:	Epworth HealthCare Health and Allied Services Enterprise Agreement 2022
Classification/Grade:	BOFO9
Location:	Camberwell
Employment Status:	Casual
Key Relationships - internal and external	Administration Team Leader, Administration staff, Sleep Unitstaff, VMO rooms, patients and visitors

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth 2030 Strategy

All roles at Epworth contribute to the successful delivery of the **Epworth 2030 strategy**, which sets our direction for the future through three strategic priorities:

- **Excellence in care, every time.**

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- **Growth with purpose.**

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- **A place where great people do great work.**

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

The primary function of the Bookings Officer- Sleep Unit is to effectively and efficiently process the referrals received from Specialist rooms. The Bookings Officer will provide excellence in customer service and administrative support to Epworth staff, patients, visitors, relatives and medical staff. This role incorporates the completion of patient administrative processing as required and directed by the Team Leader.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
Leadership and culture	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
Consumer Partnerships	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
Effective Workforce	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
Clinical Safety and Effectiveness	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
Risk Management	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
Manage and Maintain Sleep Unit Bookings	• Work as part of a team to process referrals • Liaise with patients to arrange admission to Hospital • Maintain appropriate spreadsheets • Communicate effectively with patients, doctors and staff • Process Health Fund Eligibility requests
Administration/Administration Support	• Assist the Team Leader Administration to establish and maintain departmental procedure manual. • Attend meetings on behalf of the department as required. • Produce computer reports asrequired. • Support patient admission and discharge processes, as required. • Prepare admission packs, collating and general administrative tasks as required.

	• Provide patients with Informed Financial Consent and ensure all appropriate paperwork has been signed by patient as part of the admission process, as required. • Receive & receipt patient payments as required. • Action all other general administrative tasks as required. • Demonstration of high-level communication skills with all members of the Health care team. • Participation in quality improvement processes. • Challenge and evaluate work practices and systems, identifying inefficiencies and participate in the implementation of change. • Liaise with and provide support to the Administration Team Leader and Duty Hospital Co-ordinator as required. • Undertake duties in central orsatellite business offices as required
Customer Service Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers. Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. • Role model and actively promote a culture of high quality patient care • Provide excellent, helpful service to patients, visitors and staff • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet customers and patients promptly and courteously • Actively seek to understand patients' and their family's expectations and issues, using multiple strategies • Uses data (such as patient experience feedback) to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service • Responds quickly and proactively escalate concerns when necessary	• Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Compliments to complaints ratios • Completes leader rounding at agreed frequency • Issues are escalated to the manager and resolved in a timely manner

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Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures (such as hourly rounding, leader rounding and bedside handover) are carried out with empathy and compassion	
Safety and Wellbeing Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan	Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Desirable Certificate in Business/Health Administration
Previous Experience	Essential - Proven and comprehensive background in Administration in a service orientated environment Desirable - Background in Hospital and/or Medical Consulting Reception and Administration
Required Knowledge & Skills	Essential - Customer Service delivery - Comprehensive computer skills Desirable - Previous experience with iPM, and BOSSNET computer systems

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Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours Compassion Accountability Respect Excellence	Essential • Personal attributes or behavioural characteristics that demonstrate an acknowledgement of the organisations Values and a passion to ensure those values are well represented. • Impeccable presentation
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Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
22 nd July 2016	2 nd June 2026	Robyn Vozzo – Divisional Administration Manager Continuing Care & Support services

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature:

Print Name:

Date:
