

1. General Information

Position Title:	Bookings Officer – Sleep Unit
Division/Department:	Epworth Rehabilitation
Position Reports to:	Administration Team Leader
Enterprise/Individual Agreement:	HSU East
Classification/Grade:	BOFO9
Location:	Camberwell
Employment Status:	Part time
Key Relationships - internal and external	Administration Team Leader, Administration staff, Sleep Unit staff, VMO rooms, patients and visitors

2. Overview of Epworth HealthCare

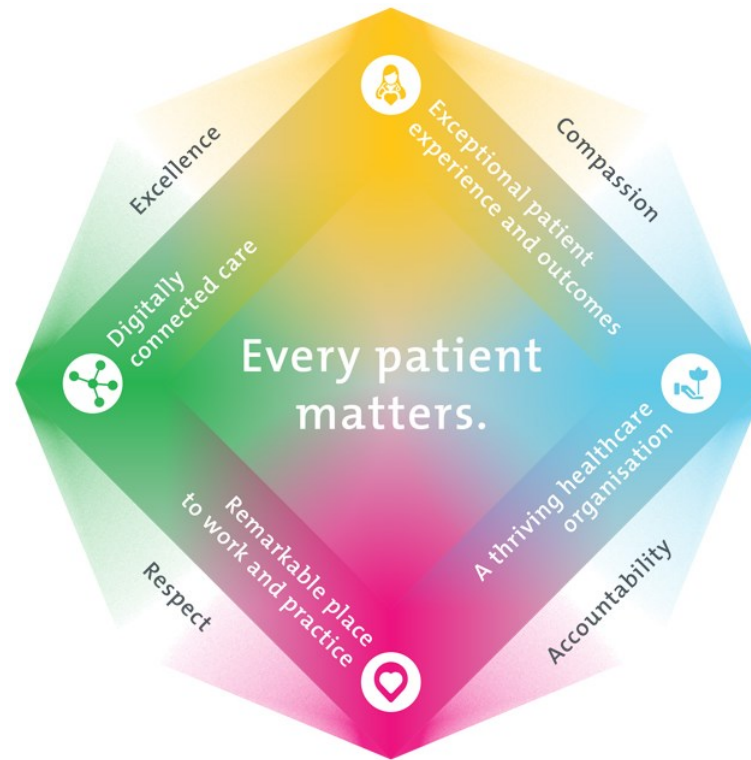
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.
Exceptional patient experience and outcomes - To empower our patients and deliver compassionate, expert and coordinated care.
A thriving healthcare organisation - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.
Remarkable place to work and practice - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.
Digitally connected care - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

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
<i>Leadership and culture</i>	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.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	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.
<i>Risk Management</i>	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	<ul style="list-style-type: none"> • Work as part of a team to process referrals • Liaise with patients to arrange admission to Hospital • Maintain appropriate spreadsheets • Communicate effectively with patients, Dr's and staff • Process Health Fund Eligibility requests

<p>Administration/Administration Support</p>	<ul style="list-style-type: none"> • Assist the Team Leader Administration to establish and maintain departmental procedure manual. • Attend meetings on behalf of the department as required. • Produce computer reports as required. • 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 or satellite business offices as required
<p>Safety and Wellbeing</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised. 	<ul style="list-style-type: none"> • Adhere to infection control/personal hygiene precautions • Implement and adhere to Epworth OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes

Position Description



<p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions 	<ul style="list-style-type: none"> • Mandatory training completed at agreed frequency
<p>Customer Service</p> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> • 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 (customers) expectations and issues 	<ul style="list-style-type: none"> • Patient and customer service satisfaction surveys within agreed targets • Use AIDET principles in all interactions • Issues are escalated to the manager and resolved in a timely manner
<p>Safety and Wellbeing</p> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p> <ul style="list-style-type: none"> • Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan 	<ul style="list-style-type: none"> • 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

Position Description



COMPONENT	
Qualifications	<p>Desirable</p> <ul style="list-style-type: none"> • Certificate in Business/Health Administration
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> • Proven and comprehensive background in Administration in a service orientated environment <p>Desirable</p> <ul style="list-style-type: none"> • Background in Hospital and/or Medical Consulting Reception and Administration
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Customer Service delivery • Comprehensive computer skills <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience with iPM, and BOSSNET computer systems
<p>Personal Attributes & Values</p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> • Compassion • Accountability • Respect • Excellence 	<p>Essential</p> <ul style="list-style-type: none"> • 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

Position Description



Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
22 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: _____