



**GVHealth**

# Goulburn Valley Health Position Description



CREATE Outstanding

<b>Position Title:</b>	Customer Service Officer - Medical Imaging
<b>Reports to:</b>	Chief Medical Imaging Technologist via the Office Supervisor
<b>Department:</b>	Medical Imaging
<b>Directorate:</b>	Clinical Support Services
<b>Cost centre:</b>	Y2042/Y1106/Y1107
<b>Code &amp; classification:</b>	Grade 1A (HS1A) or Grade 1 (HS1 – HS17)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested Health and Allied Services, Managers and Administrative Workers
<b>Employment conditions:</b>	(Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-26* provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenzas are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

## OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

## OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.



### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.



### Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.



### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.



### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.



### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.



### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.

### **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

### **ROLE STATEMENT:**

The Customer Service Officer reports directly to the Chief Medical Imaging Technologist via the Office Supervisor within Medical Imaging. Medical Imaging manages the delivery of radiography and sonography services to hospital customers.

The Customer Service Officer is responsible for providing excellent customer focused service to all patients and clients and performing all clerical and front reception duties associated in line with the accepted policies/procedures and clinical practice guidelines of GV Health.

### **EXTERNAL RELATIONSHIPS:**

Liases with:

- Patients and carers
- Referring and treating clinicians from surrounding hospitals or other services, including but not limited to doctors, nurses and allied health practitioners

### **INTERNAL RELATIONSHIPS:**

Liases with:

- Other Medical Imaging staff
- Referring and treating clinicians, including but not limited to doctors, nurses and allied health practitioners
- Wards and clinical units

### **KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

- Professional, customer focused service during all interactions.
- Prompt acknowledgement and positive customer service to people presenting to Medical Imaging reception.
- Maintain current awareness of the Medical Imaging booking schedule and preparation advice for services offered.
- Making appointments with due consideration of the patient's needs, urgency and necessary preparation.
- Maintaining accurate and up-to-date entries in the radiology information system (RIS), ensuring compliance with patient registration procedures, completeness of information and demographics.
- Liaise with clients, referring health care providers and other stakeholders as required or requested including answering incoming telephone calls.
- Timely billing and receipting for services rendered.
- Competent utilisation of databases used by the Medical Imaging Department, including but not limited to the RIS, Picture Archiving and Communication System (PACS), VITAL and COLDFUSION.
- Active engagement in communications across disciplines to optimal patient service, prompt clinician responses and timely completion of financial processes.
- Prompt redirection of patient enquiries to a suitable clinical or administrative staff member when complex concerns may arise or exceed position authority.
- Ensure distribution of reports via the appropriate medium, e.g. fax, email, post, verbal.
- Continuously reviewing existing practices and discuss proposed improvements and goals with the Office Supervisor and Chief Medical Imaging Technologist to enhance performance and minimise adverse patient outcomes.



- Adhere to the requirements of the patient identification protocols of the department and hospital.
- Maintain an open attitude to changes and developments in work tasks and processes, engaging to ensure minimal impact on service provision and maintaining customer focus.
- Be cognizant of the contents and professional responsibilities as described set out in the Medical Imaging Radiation Management Plan.
- Maintain a high level of expertise in the safe operation of equipment and ensure the Office Supervisor is aware of the need for the replacement and maintenance of equipment.
- Support the Office Supervisor to meet administrative and clerical KPI's.
- Complete tasks as appropriate to experience and qualifications as directed by the Chief Medical Imaging Technologist (CMIT) via the Medical Imaging Office Supervisor.
- Work with the Office Supervisor, CMIT, Deputy CMIT and the Radiologists to achieve Department strategic, financial and clinical KPI's, goals and direction.
- As per departmental roster, out of hours work may be required, including weekends and public holidays.

## QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to all
- Contribute to organisational quality and safety initiatives and participate in the evaluation and continuous improvement processes
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Measure and respond to feedback and complaints including reporting findings to management and the appropriate committees
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

## OTHER REQUIREMENTS FOR NON-CLINICAL MANAGERS:

- Maintain confidentiality with all information concerning GV Health, its consumers and employees.
- Develop and maintain collaborative relationships with all other teams and professionals.
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines.
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities.
- Uphold and protect consumer rights and maintain strict confidentiality
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times.
- Assist with the supervision of students where appropriate.
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews.
- Participate in committees and professional groups and disseminate relevant information as appropriate.
- Complete the mandatory training requirements as defined by GV Health.
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews.
- Promote GV Health as a quality regional health service provider.

**KEY PERFORMANCE INDICATORS:**

- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework.
- 100% compliance with the Medical Imaging Department protocols and procedures.
- Monitor, document and evaluate agreed performance indicators to continually improve customer service.
- Professional interactions in meeting, greeting and assisting all clients by providing outstanding customer focussed service.
- Accuracy in making examination appointments using the Radiology Information System (RIS), compatible with the department’s structured bookings schedule, taking into account ongoing treatment, urgency and appropriate preparation.
- Ensuring integration and communication of patient information and enquiries with nursing, allied health, medical and clerical staff.
- All Imaging staff members should be familiar with the GV Health Radiation Management Plan and Medical Imaging Quality Manual including where it is located, the information it contains and how important this document is to the entire organisation.
- Attendance and active participation at meetings as required.
- Active participation in the Performance and Development review process.

**Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

**KEY SELECTION CRITERIA:**

**Mandatory**

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Demonstrated high level customer service skills for both internal and external Medical Imaging clients in all forms of communication in all situations.
- Demonstrated experience with client database information, including booking, billing, generating reports or similar.
- Demonstrated customer services experience with the ability to empathise with clients and provide excellent service at all times.
- Positive and engaging phone manner with all clients with a proven ability to assist in resolving their concerns.
- Well-honed time management and organisational skills.
- Demonstrated a comprehensive knowledge of patient privacy and confidentiality as well as business confidentiality.
- Flexibility, a team work ethic and willingness to work across a seven-day roster.
- Evidence of full vaccination against COVID-19 and Influenza
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

**Desirable**

- Demonstrated knowledge of Medical Terminology.
- Demonstrated experience with Radiology Information Systems.
- Demonstrated experience with Picture Archiving and Communication Systems.

**Inherent Requirements**

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The role may require the following tasks among other things:

<b>CLERICAL / ADMINISTRATION ROLE</b>
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>

<b>Reviewed by</b>	<b>Chief Medical Imaging Technologist</b>
<b>Issued</b>	<b>March 2024</b>
<b>Reviewed</b>	<b>March 2025</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ / / \_\_\_\_\_

\_\_\_\_\_  
(Print Name)