

<b>Position Title:</b>	Switchboard Operator
<b>Reports to:</b>	Team Leader – Emergency/Main Reception & Switchboard
<b>Department:</b>	Health Information Services
<b>Directorate:</b>	Chief Finance Officer
<b>Cost centre:</b>	R1552
<b>Code &amp; classification:</b>	Grade 1A (HS1A) or Grade 1 (HS14- HS17)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

## 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* 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:

Switchboard Services are an integral part of GV Health and provide vital communication within all sites. The Switchboard Operator is responsible for ensuring high quality and efficient services including answering internal and external calls, utilising the paging system, updating the database, instigating Emergency Procedures and updating the switchboard database as required. This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

The Switchboard is staffed 24 hours a day, 7 days a week and it is expected that staff are available to be rostered on a 24 hour, 7 day rolling roster. Staff must work public holidays when rostered and be available to assist in covering leave.

Shift Hours			
Switchboard	7.45 – 16.15	16.00 – 22.15	22.00 – 8.00

All staff at GV Health will be required to assist in the training of new staff members. This will aid in the continuity of service within GV Health.

## KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

The Switchboard Operator is responsible for:

- Provide an efficient and courteous response to all telephone calls (using best practice techniques), and redirect calls appropriately
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist in the day to day requests on the Switchboard including, pager management and updating the Switchboard Database
- Assist with compiling of on call rosters as required
- Utilise overhead paging as required and ensure all overhead pages are clear, understandable and appropriate
- Work harmoniously with other team members to achieve service delivery excellence and achieve team goals.
- Ensure all customer contacts including enquiries are responded to and completed in a courteous and timely manner
- Maintain confidentiality at all times
- Operate and maintain Hospital data on the Switchboard Consoles, paging systems and the two way radio
- Monitor all Emergency Codes efficiently as per procedures
- Report to relevant helpdesks regarding Switchboard and equipment malfunctions
- Report any issues or concerns to the Manager – Health Information Systems as soon as possible
- Monitor Emergency Alarms when applicable
- Collate paperwork, review data and update systems as required by the Manager – Health Information Systems
- Ensure follow up of all queries, issues or concerns with the Manager - Health Information Systems in a timely manner
- Carry out duties as per the relevant duty routines

### **QUALITY, SAFETY, RISK and IMPROVEMENT**

- 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
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

### **OTHER REQUIREMENTS FOR NON CLINICAL 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 to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

### **KEY PERFORMANCE INDICATORS:**

- Attendance and active participation in the development of the department services, including participation in team meetings, relevant working parties, and committees as required and assist with the training of new staff.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Positively promote the organisation both internally and externally
- Work in a flexible manner and perform additional duties as required, as defined appropriate by the Manager - Health Information Systems and within the capabilities of the person at the time.
- GV Health expects staff to conduct themselves in such a way that they abide by organisation policies and always act in the best interest of the organisations.

### **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

- A commitment to Goulburn Valley Health values: compassion, respect, excellence, accountability, teamwork and ethical behaviour
- Previous experience in a customer service role
- Demonstrated experience of working with computer systems including using a computerised patient management system (e.g. VITAL)
- Experience using a NEC Switchboard or in Health Information Systems
- Demonstrated ability to organise tasks and environment with minimal supervision and under conditions of competing demands
- Ability to work effectively as part of a team and to be flexible within a multi-disciplinary team environment
- Ability to be courteous and demonstrate respectful behaviour in all interpersonal interactions
- Capacity to interact professionally with staff and consumers and maintain high levels of confidentiality and patient privacy
- Evidence of full immunisation 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

- Certificate III in Business Administration or equivalent
- Experience and/or knowledge of the services offered by GV Health
- Ability to meet deadlines and provide timely information

### 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:

CLERICAL / ADMINISTRATION ROLE	
<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>	Manager - Health Information Service
<b>Issued</b>	November 2021
<b>Reviewed</b>	November 2023

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)