

# Position Description

<b>Position Title:</b>	Customer Service Officer
<b>Reports to:</b>	Nurse Unit Manager – Specialist Outpatient Clinics
<b>Department:</b>	Specialist Consulting Suites
<b>Directorate:</b>	Clinical Operations
<b>Cost centre:</b>	C0002
<b>Code &amp; classification:</b>	Grade 1A (HS1A) to Grade 1 (HS1 - HS17)
<b>Employment conditions:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and GV Health Policies and Procedures (and as varied from time to time)

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**GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.**

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).

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## POSITION SUMMARY

The Customer Service Officer is responsible for providing quality administrative support in the Specialist Clinics at GV Health which incorporates Specialist Consulting Suite (SCS), Paediatric and Rosewood Women's Health (Antenatal and Gynaecology clinics). The Customer Service Officer must be able to demonstrate time management skills and work as an active team member. A commitment to patient centred care and a focus on the patient's journey is required to ensure that the right care is provided, at the right time and place.

Customer Service Officers at SCS have a multi-faceted role that include: Front of House functions including meet and greet of patients and reception duties; Back of House functions with roles covering Call Centre (Switch); intake referral processing, booking and scheduling of outpatient appointments/clinic templates, waiting list loading, auditing of wait lists; and history prepping/Medicare voucher preparation etc.

SCS Customer Service Officers are required to work and cover other specialist clinic areas of GV Health i.e. Rosewood Women's Health (antenatal and Gynaecology clinics), Paediatric Outpatients, etc. The deployment of CSO's is at the discretion of the appropriate Manager and will be coordinated by the Nurse Unit Manager - Specialist Clinics

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## RESPONSIBILITIES AND DUTIES

**The following duties are inclusive of but not limited to the following:**

- Promoting patient care and access through Outpatient clinics by responding to patients in a helpful and timely manner.

- Management of patient appointments.
- Collection, preparation and dissemination of accurate patient information in an effective manner
- Customer Service
- Collection & Generation of Patient Information
- Teamwork & Communication
- Booking & Billing Processes
- Improving Department Performance
- Maintain effective open channels of communication with patients/clients, hospital visitors, nursing colleagues, the inter-disciplinary health care team and the affiliated tertiary institutions.
- Acts as a professional role model for inexperienced and other staff.
- Has awareness of the principles of confidentiality regardless of mode of communication i.e. written, verbal or electronic, in accordance with statutory requirements and GVH policies.
- Maintains accurate data collection in data systems relevant to Outpatient department, including but not limited to patient systems (e.g. VITAL), including reporting systems and projects as required.
- Assist with scheduling of patients for clinics and preparing paperwork for clinic.
- Ensures required clinical and non-clinical information is collected and processed in a timely manner within organisational requirements.
- Operates telephones in a courteous, efficient and responsible manner.
- Demonstrates knowledge and competency in utilising computer-based applications, including word processing, spreadsheets, and electronic mail.
- Assists in the trial/evaluation of new and existing applications and hardware approved by Goulburn Valley Health.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Carry out duties as per the relevant duty routines

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## **KEY SELECTION CRITERIA**

### **Formal Qualification(s) and Required Registration(s):**

#### **Essential:**

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Demonstrated ability to work in a customer focussed service environment with skills and experience in administrative and customer support operations
- Well-developed data entry, computer skills and knowledge of the Microsoft suite of software applications with an ability to manage electronic databases
- Excellent communication and interpersonal skills and an ability to interact with all levels of staff and members of the public
- Well demonstrated problem solving skills with an ability to provide a professional and positive approach to providing helpful customer service
- Capacity to interact professionally with staff and consumers and maintain high levels of confidentiality
- Demonstrated ability to work unsupervised and within a team environment with excellent time management and prioritising skills

**Desirable:**

- Certificate III in Business Administration
  - Intermediate knowledge of patient management and information systems (VITAL)
  - Experience working within a health care setting
  - Knowledge of medical terminology
  - Experience in Medicare Bulk Billing
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**KEY PERFORMANCE INDICATORS****Your performance will be measured through your successful achievement of:**

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
  - Attendance and active participation at meetings as required
  - 100% compliance with training requirements as outlined in the GV Health Education Framework
  - Active participation in the Performance and Development review process
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**ALL GV HEALTH STAFF ARE REQUIRED TO**

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;

- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.
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**ACCEPTANCE:**

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

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**Clinical Operations**

**Customer Service Officer**

**Reviewed by:**

NUM Specialist Consulting Suites

**Issue Date:**

July 2025

## ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite 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.

## OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

## OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

## OUR STRATEGIC PLAN

The **Goulburn Valley Health Strategic Plan 2024-2026** provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

## FOR MORE INFORMATION

**Application tips:** [Application Tips - GV Health](#)

**GV Health:** <https://www.gvhealth.org.au/about/>

**Child Safety and Wellbeing:** [Child Safety and Wellbeing - GV Health](#)

**Living in Goulburn Valley:** [Goulburn | Regional Living Victoria](#)

**GV Community Connector:** [Community Connector Program for Businesses](#)