

Position Description

Position Title:	Customer Service Officer – Wards
Reports to:	Team Leader – Customer Services
Department:	Customer Service Operations
Directorate:	Finance, ICT & Information Services
Cost centre:	P0656
Code & classification:	Grade 1A (HS1A) and Grade 1, Levels 1 – 5 (HS1; HS14 – HS17)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

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).

POSITION SUMMARY

Customer Service Officers are an integral part of GV Health and provide valuable administrative and clerical support across the organisation. Customer Service Officers (CSO) are assigned to all wards and are an important part of the ward team.

The CSO performs a wide range of administrative support tasks to assist in ensuring the functioning of an efficient and effective unit and/or clinical area. The CSO has a functional responsibility to the Nurse Unit Manager and a line responsibility to Manager, Information Service (IS). CSO's are responsible for the provision of reception, clerical and administrative support to the Unit. The CSO may also be required to provide administrative support to other areas within GV Health at the discretion of the Manager, Information Service.

The goal of the CSO in the ward areas is to ensure patients are registered appropriately, paperwork is available for treatment and good customer relations are maintained with patients, visitors other hospital staff and where applicable, other Health Care Professionals.

It is essential that the CSO's are aware that the roster for this position may vary from 7.00am to 8pm with limited hours required on weekends and public holidays. This is a rolling roster. Staff may be rostered to work weekends and public holidays and may be required to be available to assist in covering leave.

All staff at GV Health at some stage will be required to assist in the training of new staff members. This will aid in the continuity of service within GV Health. This position amongst others is responsible for promoting Goulburn Valley Health as a quality regional health service provider.

Please note: Customer Service Officers may be deployed to any other Department in GV Health as required by the Manager, Information Service.

UNIFORMS:

The GV Health Customer Service Officer uniform is supplied for CSO's. This is a compulsory uniform and must be worn while working. Footwear must be black, with closed toe. It is recommended staff wear stocking when wearing a skirt in order to maintain a professional appearance. A mix of uniform and non-uniform garments is not acceptable.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Assist in the effective running and coordination of clerical support functions in the Unit and other areas as required
 - Ensure all patient information is accurate and up to date
 - Liaise with clinical staff to ensure data accuracy - this includes but not limited to capturing admission, transfer, leave and discharge information in the Patient Administration System
 - Where required, liaise with patients and families regarding upcoming appointments or home visits
 - Where required, assist with car bookings for clinical staff for home visits
 - At the direction of clinical staff, utilise clinical systems to record to record patient appointments, referrals and track pending patients to the unit
 - Print and compile resources/packs for admissions and discharge. Ensure every patient is given copies of relevant documentation – as prescribed by hospital policy. This includes but is not limited to the Patient Right's Charter and tell us what you think brochure.
 - Ensure queries (telephone and email) are directed to the appropriate team member in a timely manner
 - Maintain appropriate levels of administrative and clerical supplies within the ward
 - Ensure clinical documentation is maintained in patient folders in the unit and upon discharge all completed paperwork is returned to Health Information Service in a timely manner
 - Liaise with Health Information Service staff and clinical staff regarding incomplete or deficient paperwork
 - Carry out duties as per the relevant wards
 - 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
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KEY SELECTION CRITERIA**Essential:**

- Demonstrated ability to organise tasks and environment with minimal supervision and under conditions of competing demands
- Sound computer and IT skills with demonstrated experience of working with computer systems
- Previous experience in a customer service role
- 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

Desirable:

- Certificate III in Business Administration or equivalent
 - Experience using a computerised patient management system (e.g. VITAL)
 - Experience in a medical administration role
 - Familiarity with medical terminology
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KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, 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;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health 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;
- 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;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the 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;
- 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;
- 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 Department of Health Victoria;

- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

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 The 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.

Finance, ICT & Information Services	Customer Service Officer – Wards
Reviewed by:	Team Leader – Customer Services
Issue Date:	March 2026

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](#)