

Position Description

Position Title:	Customer Service Officer - Emergency Department
Reports to:	Team Leader – Customer Services
Department:	Customer Service Operations
Directorate:	Finance, ICT & Information Services
Cost centre:	B0003
Code & classification:	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 (CSO's) are an integral part of GV Health and provide valuable administrative and clerical support across the organisation. In the Emergency department, the Customer Service Officer is a vital member of the Emergency Department team.

The Customer Service Officer performs a wide range of administrative support tasks related to the efficient functioning of the Emergency Department (ED) and the Short Stay Observation Unit (SOU). The Emergency Department Customer Service Officer has responsibilities for the co-ordination of communication, registration and transfer of patients, clerical functions at Triage and in the main department, ensuring the Vital database is kept up to date and accurate and other duties as required. The Customer Service Officer may also be required to provide administrative support to other areas within GV Health at the discretion of the Manager, Health Information Service (HIS).

The primary goal of the Customer Service Officer - Emergency Department is to ensure patients are registered appropriately, paperwork is available for treatment and good customer relations are maintained with patients, visitors, and other hospital staff. 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.

It is essential the Customer Service Officer is aware that the roster for this position is a 24 hour, 7 day rolling roster. Staff will be rostered to work weekends and public holidays and should be available to assist in covering leave.

This position amongst others is responsible for promoting Goulburn Valley Health as a quality regional health service provider.

RESPONSIBILITIES AND DUTIES

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

- Assist in the effective running and co-ordination of clerical support functions in the Emergency Department and the Emergency Medical Unit.
- Ensure all patients are registered in a timely manner and that all data is up to date and checked at every presentation.
- Liaise with nursing and medical staff to ensure patient episode data accurately reflects the times the patient was in the Emergency Department
- 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
- Maintain appropriate levels of administrative and clerical supplies within the ward
- Ensure all completed paperwork is returned to Health Information Service (HIS) in a timely manner
- Liaise with HIS staff and clinical staff regarding incomplete or deficient paperwork

KEY SELECTION CRITERIA

Essential:

- Demonstrated ability to organise tasks and environment with minimal supervision and under conditions of competing demands
- 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:

- Minimum Certificate III in Business Administration or equivalent
 - Experience using a computerised patient management system (e.g. VITAL)
 - Experience in an Emergency Department
 - Familiarity with medical terminology
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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;
 - 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;
 - 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, HIS 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. Allegations of poor performance/inappropriate behaviour and/or misconduct will be dealt with according to the Disciplinary Procedure.
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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.

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.

Finance, ICT & Information Services	Customer Service Officer – Emergency Department
Reviewed by:	Team Leader – Customer Services
Issue Date:	August 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](#)