

Position Title	Hospital Booking Administrator										
Site/Location	Mornington										
Unit/Department	Theatre										
Classification	As per the Support Services Agreement										
Reports to	Nurse Unit Manager – Theatre										
Supervisory responsibilities	• Direct reports - NIL • Indirect reports - NIL										
Key relationships	• PSM, NUM, ANUM's, Theatre/DSU staff, Medical and Surgical Services teams, Administration/Finance staff • VMOs, Practice managers and other 3rd party providers										
Overall Job Purpose	This key administrative role in the organization is required to fulfil & coordinate hospital bookings and administrative duties in the Theatre department in an efficient and effective way.										
Values	Proactively demonstrate behaviour that engenders and promotes the Values of The Bays Healthcare Group Inc. At The Bays Healthcare, we seek to pursue the following values: <table border="0"> <tr> <td>Integrity</td><td>Being honest in our dealings with others.</td></tr> <tr> <td>Compassion</td><td>Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.</td></tr> <tr> <td>Accountability</td><td>Being responsible for and mindful of the consequences of our actions.</td></tr> <tr> <td>Respect</td><td>Acknowledging the rights and opinions of others as we work together as a team.</td></tr> <tr> <td>Excellence</td><td>Continually improving quality and efficiency.</td></tr> </table> If we all embrace an "I CARE" philosophy, we will be successful as individuals, as an organisation and as a community.	Integrity	Being honest in our dealings with others.	Compassion	Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff.	Accountability	Being responsible for and mindful of the consequences of our actions.	Respect	Acknowledging the rights and opinions of others as we work together as a team.	Excellence	Continually improving quality and efficiency.
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WH&S	• Present fit for work and able to undertake duties in line with the physical inherent requirements of the role • Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely • Adhere with the current Work Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Identify, assess, prioritise and control risks to health & safety of employees, patients, residents, contractors and visitors • Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures										
Quality and Risk Management	Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities. These policy and procedures include: <table border="0"> <tr> <td> • Organisational • Clinical • Infection Control • WH&S • Emergency Response </td> <td> • Aged Care • Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, ICU • Environmental Services • Administration • Catering </td> </tr> </table> • Participate in the organisation's accreditation processes • Be compliant with and have a sound understanding of ISO 9001:2016 • Be compliant with and have an advanced understanding of relevant standards i.e. the National Standards for hospital, the current Aged Care Quality of Care Principles and Standards • Participate in the organisation's Quality Management and Control program • Participate in the collection of Clinical and Process indicators • Understand the Severity Assessment matrix and reporting system • Implement and undertake case reviews, peer review and improvement proposals as required	• Organisational • Clinical • Infection Control • WH&S • Emergency Response	• Aged Care • Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, ICU • Environmental Services • Administration • Catering								
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	• Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy • Adhere with the current Occupational Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Adheres to and is aware of the information in relation to the Child Protection (Prohibited Employment) Act 1998 and understand responsibilities and obligations under this Act. Has declared that they are not a person prohibited by The Act from seeking, undertaking, or remaining in child related employment • Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules
Professional Development and Performance Appraisal	• Demonstrate responsibility for own professional development by continually updating professional knowledge and skills. • Collaborate and build the team by exchange of knowledge and skills • Participate in own and lead team performance appraisals in line with organisation expectations • Complete mandatory and compliance education as required annually and bi-annually as set out in the Mandatory Education policy
KPIs/ Measures	• KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.
Major Responsibilities <i>Communication</i>	Responsibilities • Develop and maintain excellent, harmonious communication with all staff, doctors and visitors and to promote excellent working relationships. • Develop and maintain excellent harmonious working relationships with Practice Managers, Nursing Staff, Hospital Administrative staff, Suppliers and Company Reps, as required. • Liaise with Theatre management and Business Development regarding schedules, reports, theatre activity and issues as they arise. • Participate in activities that enhance the professional standing of the hospital within the community and encourage the use of hospital facilities by community. KPIs/ Measures • List of KPIs/ Measures specific to this area of responsibility
Hospital & Theatre Bookings Administration	Responsibilities • Accept hospital bookings of medical admissions & theatre lists • Ensure equipment and other requirements are appropriately communicated to the relevant staff • Communicate surgeon leave/availability and forecasted theatre requirements • Problem solve concerns and issues raised by surgeons and practice staff in relation to theatre bookings and equipment requirements • Maintain and update the Outlook Theatre Bookings calendar for surgeon availability and theatre allocations. • Seek projected surgeon leave from Practice Managers and communicate to key clinical stakeholders - 5 weeks prior to school holiday dates • Responsible for preparation of departmental correspondence which may include but not limited to preparation of correspondence, stationary stock and requests within the department areas. • Maintain proficient knowledge of ePAS system, including reporting functions and theatre bookings and list generation is always current and accurate. • Knowledge of data entry of prosthetic rebatable items, CMBS item numbers, documentation and process arrangements. • Undertake reviews of administration processes and recommend and implement improvements • Administrative duties as requested by the Perioperative Services manager, Nurse Unit Manager, Floor Coordinator, or Associate Nurse Unit Manager KPIs/ Measures List of KPIs/ Measures specific to this area of responsibility: • Theatre lists published by 9am & 5pm daily

	• Projected Theatre List distribution weekly • Distribution of the Theatre Availability email to Practice Managers/VMO's weekly • SMS text of available lists to surgeons weekly • Record & communicate surgeon leave to key stakeholders • Other measures as required
Education	Responsibilities • Take responsibility for own professional development by continually updating professional knowledge and skills. • Participate in staff development and education sessions as relevant. • Attend relevant IT education and training updates and maintain a proficient understanding and data entry capability for computer systems. • Undertake mandatory education in line with organisation requirements • To actively participate in the Workplace Health & Safety Manual Handling Program, completing all tasks and assessments annually with the unit's Back Attack Mentors. KPIs/ Measures • List of KPIs/ Measures specific to this area of responsibility
Security Check	Relevant security checks, including: background checks, Registration checks, Working with Children Checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific role as requested by The Bays Healthcare Group Inc.
Immunisations	To receive mandatory vaccinations or meet the criteria for exemption.
Qualifications / Experience - Mandatory	• Proficient in Microsoft Office Suite and Outlook • Proficient typing skills • Excellent communication and time management skills • Previous administrative skills including reception and/or switchboard programs • Reporting capability and data entry • Excellent attention to detail • Experience working within a Theatre or healthcare environment
Qualifications / Experience- Desirable	• Medical terminology course completion • Previous experience in a similar role in a healthcare/hospital setting • Knowledge of health fund processes • Knowledge of EPAS
Personal Competencies Required	• Excellent communications skills with an ability to work collaboratively with others. • Passion for providing a calm and organised environment • Ability to quickly respond to situations as they arise • Strong customer service focus
Job Competencies Required	• Ability to plan and prioritise tasks • Ability to work to deadlines • Strong attention to detail • Good problem solving skills • Ability to work with the organisation's Vision, Mission and Values
Inherent Requirements	• Able to fulfil the inherent requirements of the role as per the Job Demands Checklist • Able to use equipment and tools safely and without physical or other restriction • Undertake assessment of ability to physically and mentally meet the requirements of the role • Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements



Note: *Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

Approved: _____
Signed, Manager Title

/ /
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: _____
Signed, Employee

/ /
Date

Print Name, Employee