

POSITION DESCRIPTION

NSLHD - Telephonist (Level 2)



COLLABORATION OPENNESS RESPECT EMPOWERMENT	<p>SPEAKING UP FOR SAFETY</p>
Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Telephonist Lvl 2
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration Receptionist
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Telephonist position is responsible for the efficient operation of the hospital switchboard and paging system, ensuring calls are answered in a timely manner, with clear and concise communication, providing a 24 hour service for NSLHD.

ESSENTIAL REQUIREMENTS

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

KEY ACCOUNTABILITIES

Core tasks

The Telephonist will answer phone calls and pagers in a timely manner and correctly transfer and process the calls to the appropriate area or persons. The incumbent will record all relevant data from patients who present to Emergency for Triage, ensuring it is correct to minimise doubling up on medical record numbers. The Telephonist will keep an accurate log of all emergency calls received at switch or on the 2222 emergency phone. The incumbent will record all STD and ISD calls from staff and patients. If there is a switchboard breakdown, The Telephonist will follow the documented procedure to the help desk and Telstra. The Telephonist will issue pagers, collect all relevant details and report all broken pagers that require repair. The incumbent will show commitment to quality service programs and participate in professional development courses.

Functional and Operational

The Telephonist will ensure that information is timely, accurate and appropriate. The incumbent will work positively and effectively with all other areas of the Hospital and undertake admissions if required after hours.

General Duties and Responsibilities

The Telephonist will work according to the Departmental safe work methods and guidelines. The incumbent must adhere to all NSWHealth and NSLHD Policies and Procedures.

KEY CHALLENGES

- Providing an efficient and effective service over a 24 hour period on Weekends & Public Holidays.
- Keeping the emergency reception/switchboard supervisor aware of any issues via communication book or email.
- Ensuring all emergency calls are answered immediately and followed through by paging or telephone.

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KEY RELATIONSHIPS

Who	Why
Direct Manager	Reporting purposes, to report on day to day tasks and any issues.
Various NSLHD Staff	Communication purposes, to share information and transfer calls.
Patients, Families, Visitors and Carers	Field phone calls, enquiries and provide education.

SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Demonstrated Switchboard experience.
3. Excellent organisational and time management skills, ability to prioritise tasks.
4. Computer literacy (with accurate keyboard/data entry skills), database experience and attention to detail.
5. Demonstrate a flexible work attitude and available to work a variety of shifts.
6. Ability to work independently and as part of a team in a fast paced and challenging environment.