

Proposed

POSITION DESCRIPTION **TEMPLATE**



Health
Northern Sydney
Local Health District

POSITION TITLE	NSLHD -Telephonist (Level 2)
STAFFLINK POSITION NO.	
COST CENTRE	260952
CLASSIFICATION	Telephonist 2
AWARD	Health Employees Administrative Staff (State) Award
REGISTRATION/LICENCE REQUIREMENTS	
VACCINATION CATEGORY	Category A
PRE-EMPLOYMENT SCREENING CHECKS	Working With Children and National Criminal Record Check
RESPONSIBLE TO	Support Services Manager
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	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
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	<p>Core tasks</p> <p>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 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.</p> <p>The telephonist will monitor daily medical/hospital staff rosters, noting amendments and updating on-call rosters for switchboard staff</p> <p>Functional and Operational</p> <p>The Telephonist will ensure information is timely, accurate and appropriate. The incumbent will work positively and effectively with all other areas of the Hospital.</p> <p>General Duties and Responsibilities</p> <p>The Telephonist will work according to the Departmental safe work methods and guidelines. The incumbent must adhere to all NSLHD policies and Procedures</p>
KEY CHALLENGES <i>(Maximum of 3)</i>	<p>Providing an efficient and effective service over a 24 hour period including Weekends and Public Holidays</p> <p>Keeping the Switchboard Manager and Team Leader aware of any issues via communication book or email</p>

	Ensuring all emergency calls are answered immediately and followed through by paging or telephone	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	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

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i>	WHO	WHY
	Patients, families Visitors and Carers	Field phone calls, enquiries and provide education
SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i>	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.	
	Demonstrated Switchboard experience	
	Excellent organisational and time management skills, ability to prioritise tasks	
	Computer literacy(with accurate keyboard/data entry skills), database experience and attention to detail	
	Demonstrate a flexible work attitude and available to work a variety of shifts	
	Ability to work independently and as part of a team in a fast paced and challenging environment	

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis
 Occasional: activity exists up to 1/3 of the time when performing the job
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job
 Constant: activity exists for more than 2/3 of the time when performing the job
 Repetitive: activity involved repetitive movements
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Repetitive
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Repetitive
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Repetitive
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Occasional
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Not applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not applicable
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Repetitive
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Repetitive
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Not applicable

Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Repetitive
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Repetitive
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Repetitive
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Frequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Occasional
Unpredictable People – eg dementia, mental illness, head injuries	Occasional
Restraining - involvement in physical containment of patients / clients	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Not applicable
Fumes - Exposure to noxious or toxic fumes	Not applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
Hazardous substances - e.g. Dry chemicals, glues	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Not applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable