

Austin Health Position Description



Position Title: Switchboard Operator/Receptionist

Classification:	HS1
Business Unit/ Department:	Switchboard Services
Work location:	Austin Health
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Employment Type:	Part-Time
Hours per week:	30
Reports to:	Switchboard Services Manager
Direct Reports:	Nil
Financial management:	Budget: Nil
Date:	October 2023

About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

Our vision is to shape the future through exceptional care, discovery and learning. This is supported by our values which define who we are, shape our culture and the behaviors of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Position Purpose

To ensure that Austin Health's Switchboard Services Team:

- Provide courteous, responsive, and timely service
- Display a high level of customer service
- Enhance the reputation of Austin Health
- Provide rapid emergency response

About Switchboard Services

Switchboard Services form part of the Information & Services Directorate and are often the health services first point of contact with the public. Our Team is required to work on switchboard and the reception desk located at the main entrance of the Austin Hospital. The Austin Health switchboard is a high-volume call centre taking 4000-4500 calls per day.

Purpose and Accountabilities

Role Specific:

- Answer, screen and appropriately prioritise all telephone calls and enquiries
- Initiate individual and group paging and update the database as required
- Action emergency procedures, initiate prompt emergency paging and public address announcements as required
- Actively contribute to the maintenance of the Switchboard contact database by updating as required
- Read, review & action emails sent to Switch notifications to ensure accuracy of all out of hours rosters
- Be available to work shifts as per roster requirements relative to a 24/7 service
- Flexibility & punctuality
- Work on switchboard and reception desk as per roster requirements
- Communicate effectively and promote a supportive team approach within the Department to ensure good working relationships.
- Assist with training and provide ongoing assistance for all new staff
- Always ensure patient confidentiality in accordance with the Privacy Act
- Ensure timely communication of information.
- As directed type/and or print after hours on call rosters
- Be able to work autonomously and as part of the team
- Always ensure patient confidentiality in accordance with the Privacy Act

Maintain consistent performance standards by teaching and learning:

- Keep up to date with changes in administration policies and procedures
- Utilise staff development opportunities
- Identify the specific roles and responsibilities of the position.

- Foster a high standard of service delivery based on collaborative practice:
- Provide clear and concise communication with staff, patients and the public in the process of performing duties

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments
- Maintain a safe working environment for yourself, colleagues and members of the public. Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centred care
- Comply with Austin Health mandatory training and continuing professional development requirements
- Work across multiple sites as per work requirements and/or directed by management

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- Excellent communication skills including telephone and switchboard experience
- Patient-centered approach to service delivery
- Demonstrated experience and commitment to meet customer's needs
- Ability to use initiative and work autonomously as well as in a team
- Ability to manage emergencies without losing focus
- Ability to work within a team environment, positively contributing to achievement of objectives
- Excellent computer skills and a willingness to learn new applications
- Demonstrated ability to work within a busy and demanding environment
- Strong customer service focus
- An understanding of and commitment to patient confidentiality
- Flexible and responsible attitude to meet department's needs
- Professional presentation
- Ability to work in an environment of change
- Motivation and commitment to ongoing development
- A commitment to Austin Health value

Desirable but not essential:

- Extensive switchboard experience preferably in a public hospital

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)

Document Review Agreement

Manager Signature	
Employee Signature	
Date	