

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub and,
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond to individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Endoscopy Bookings Clerk
Business Unit/Division:	Surgical Services
Award Agreement:	Health & Allied Services, Managers & Administrative Workers
Classification:	Administrative Worker HS2
Employment Type:	Part Time
Reports to:	Endoscopy Services Coordinator
Date Prepared/Updated:	20 th January 2026

ROLE STATEMENT

General Role Statement:

This role requires working in the Northern Health Elective Endoscopy Centre based at The Northern Hospital campus. The Booking Clerk is part of a team who works in collaboration with the Endoscopy Liaison Nurses (ELN) performing the administration duties involved in the booking of patients for elective endoscopy and the management of these patients whilst on the preparation list. The team is responsible for the provision of clinically appropriate and timely access for patients awaiting elective endoscopy procedures. The ELNs rely upon this role to provide factual, reliable, and responsive information to the team.

This position is responsible for:

- Liaise with the ELN to ensure that all clerical needs are met to facilitate patients' progression on the preparation list.
- Assisting the ELN's to ensure patients are booked into endoscopy sessions within the targeted waiting period by clinical category especially ensuring all Category 1 patients are treated within 30 days.
- Assisting to liaise with patients regarding their availability for their procedure.
- Compile, cross-reference and send all correspondence pertaining to the management of all patients on the Endoscopy Preparation List, including Preparation List letters, Booking documentation and audit letter.
- Contribute to meeting the Hospital Initiated Postponement rate target as set by DHSS by minimising non-clinical procedure cancellations.
- Suspend, reinstate and remove patients from the Northern Health Planned Endoscopy List as directed and send out relevant documentation to patients and their GP.
- Booking Pre-Admission clinic appointments and non-urgent transport as required.
- Action any follow up required prior to a patient's procedure as advised by ELN.
- Update ipm and EMR endoscopy lists as required.
- Refer all patients who care cancelled or Fail to Attend for endoscopy to the ELN for follow up.
- Utilise and book interpreters' services as required.
- Document all phone and email enquiries from patients and medical staff and follow up as required.
- Advise appropriate personnel and undertake action for late changes to endoscopy sessions.
- Perform telephone audits of the Planned Endoscopy List as required by the Endoscopy Services coordinator.
- Ensure the minimisation of clerical errors.
- Promote a high standard of customer service.

- Provide coverage for other Endoscopy Bookings Clerks as required.
- Collect relevant paperwork from outpatient clinics and medical records as required.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Coordinate the dissemination of any and all relevant information via SMS, email and post daily.
- Assist the ELN in conducting planned list audits as required.
- Ensure the timely and accurate data management of all patients on the Planned Endoscopy List.
- Actively manage, prioritise and disseminate all patient and medical staff enquiries.

Strategic and Project Management Leadership:

- Continually assist in developing and improving the efficiency of attaining the endoscopy department KPI's whilst ensuring optimal outcomes for all patients.

Organisation-Wide Contribution:

- Participate in quality improvement activities in Endoscopy bookings and throughout the organisation.
- Work in accordance with all hospital and departmental policies and procedures.
- Function effectively as a member of the healthcare team.
- Act as a role model by providing the highest standard of patient service.
- Adheres to all aspects of confidentiality in regards to patients, staff and other personnel.

Diversity and Inclusion:

- Contribute toward the promotion of a friendly and cooperative work environment.
- Keep work colleagues informed and share relevant and useful information.
- Demonstrates sensitivity to the needs of all individuals and groups.
- Support the achievement of Northern Health's cultural responsiveness plan.
- Promote a physical and psychosocial environment which promotes the safety and wellness of staff.

Innovation and Culture Change:

- Ensure patient record management meets legal, professional and organisational standards.
- Promote a unit culture of optimism, empathy, innovation, encouragement, learning and creativity.

SELECTION CRITERIA**Qualifications, Registrations and Qualities:****Essential**

- Demonstrated high level customer service skills.
- Highly developed interpersonal and communication skills.
- Excellent time management skills & a well-developed ability to prioritise a workload.
- Well-developed telephone etiquette & technique
- Ability to deal with a high volume of phone calls and emails
- Proven ability to work well in a team environment.
- Excellent problem-solving ability
- Excellent self-direction and motivation.
- Ability to communicate and assist with people from various backgrounds within the community.
- Advanced computer and keyboarding skills.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.

Experience:

- Minimum 3 years' experience in an endoscopy/surgical services bookings role.

Knowledge, Skills and Behaviours:

- Ability to be self-directed and initiate prioritising workload.
- Ability to work in a multidisciplinary team.
- Good analytical and problem-solving skills.
- Ability to demonstrate sound judgement skills.
- Knowledge of medical terminology.
- Knowledge of endoscopy/planned surgery preparation lists management and endoscopy/theatre booking.
- Strong influencing skills to ensure information is effectively communicated to the team and patients.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date: