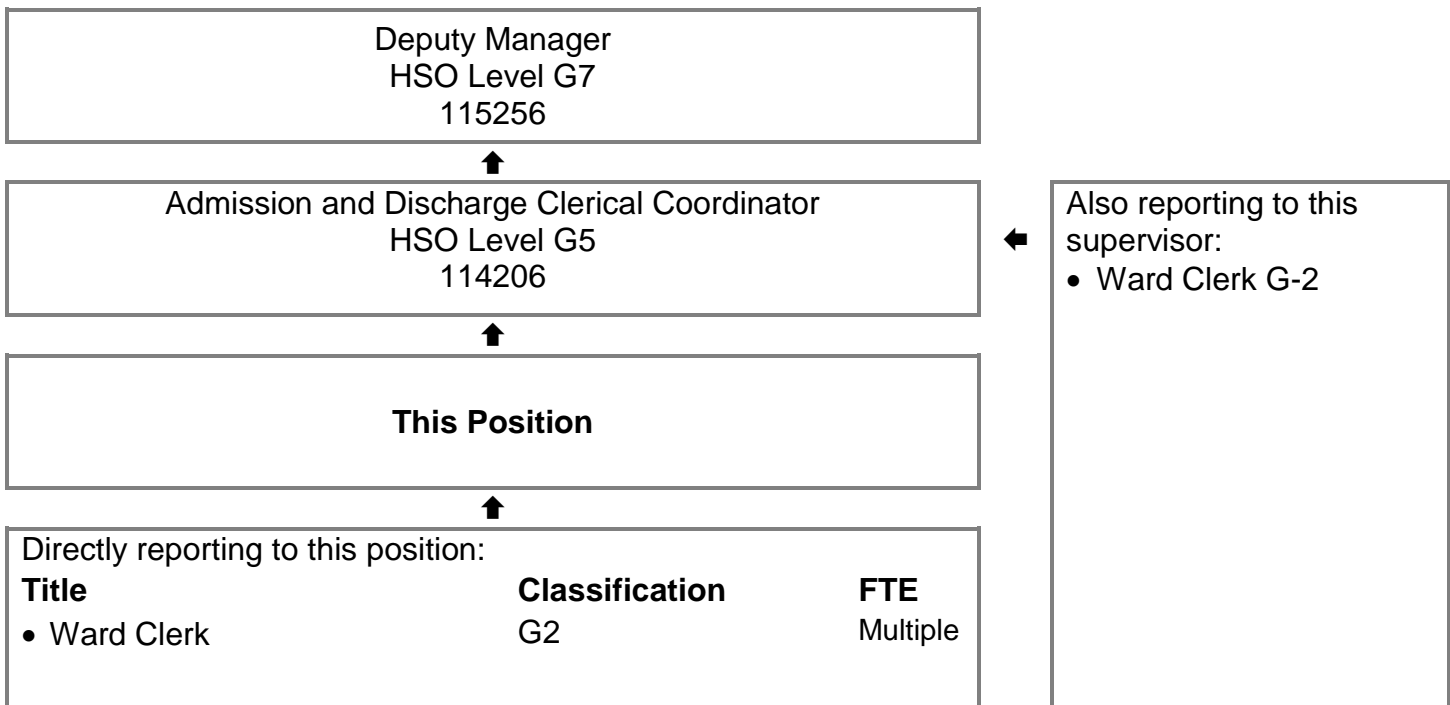




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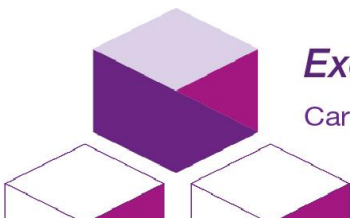
Ward Clerical Supervisor
Health Salaried Officers Agreement: HSO Level G3
Position Number: 115557
Clinical Services
South Metropolitan Health Service / Fiona Stanley Hospital

Reporting Relationships



Key Responsibilities

Supervises and assists with the coordination of clerical resources and contributes to an effective and efficient clerical service. Participates in the review of clerical services provided at Fiona Stanley Hospital and contributes to improvements in process and procedure, including the conduct of training and development of staff.



Excellent health care, every time

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

Brief Summary of Duties (in order of importance)

1. Administration and Clerical Duties

- 1.1 Supervises and assists with the delivery and coordination of an effective and efficient clerical service for patients and clinical staff including workload within inpatient areas of the organisation.
- 1.2 Provides a central point of contact for clerical issues manages staff rosters, RoSTAR and resourcing issues at a local level and liaises with the HIMS Clerical Coordinators when required to ensure appropriate levels of service are provided.
- 1.3 Liaises with internal and external stakeholders of varying backgrounds on matters relating to HIMS procedures and services.
- 1.4 Performs quality activities and contributes to improvements in HIMS at Fiona Stanley Hospital in consultation with the ADT Coordinator.
- 1.5 Mentors, coaches and trains clerical support staff and measures and monitors performance.
- 1.6 Assists with the preparing of staff rostering ensuring areas are serviced appropriately.
- 1.7 Assists with the monitoring of OHS issues.
- 1.8 Liaises with the HIMS Clerical Coordinators and participates in the development, review and implementation of clerical systems and work practices relevant to Health Information Management Service.
- 1.9 Provides hands on assistance to any inpatient area as required.
- 1.10 Participates in the performance development of staff under direct supervision, in consultation with the ADT Coordinator.
- 1.11 Orientates and trains new staff in conjunction with the ADT Coordinator.
- 1.12 Performs administrative duties for ADT staff meetings.
- 1.13 Develops and performs competency assessments for ADT staff in conjunction with ADT Coordinator.
- 1.14 Maintains, reinforces and ensures compliance to Fiona Stanley Hospital and Health Service's Policy and Guidelines on Confidentiality of health Information.

2. SMHS Governance, Safety and Quality Requirements

- 2.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 2.2 Participates in an annual performance development review.
- 2.3 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.4 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.5 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Previous supervisory and clerical experience within in a Health Care environment.
2. Demonstrated experience using WebPAS or TOPAS or similar Patient Administration System.
3. Demonstrated sound interpersonal and communication skills (oral and written).
4. Demonstrated ability to work with minimal supervision and effectively as part of a multidisciplinary team.
5. Demonstrated effective organisation and problem solving skills.
6. Ability to coordinate and implement training, education and promote the development of staff.
7. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Desirable Selection Criteria

1. Previous experience in a health care environment and knowledge of process.
2. Knowledge of medical terminology.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

<u>Lindsay Anderson</u>		<u>HE09983</u>	<u>07/09/2018</u>
Manager / Supervisor Name	Signature or	HE Number	Date
<u>Vincent Saunders-Francis</u>		<u>HE30819</u>	<u>06/09/2018</u>
Dept. / Division Head Name	Signature or	HE Number	Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<u>Occupant Name</u>		<u>HE Number</u>	<u>Date</u>
Occupant Name	Signature or	HE Number	Date
<u>Effective Date</u>			

HSS Registration Details (to be completed by HSS)

Created on _____	Last Updated on _____	July 2019
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