HSS REGISTERED

Administrative Assistant – Carps Operator
Health Salaried Officers Agreement: Level G3
Position Number: 602501
Patient Support Services
Royal Perth Hospital / East Metropolitan Health Service

Reporting Relationships

Manager, Patient Support Services (RPBG) HSO G-9 Position Number: 106692

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Assistant Manager, Patient Support Services HSO G-7 Position Number: 106079

⬅ Also reporting to this supervisor:
- PSS Supervisor, HSO G-4, 7.0 FTE
- PAC & Mailroom Coordinator, HSO G-3, 1.0 FTE
- Transport Coordinator, HSO G-4, 1.0 FTE

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This Position

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Directly reporting to this position:

Title	Classification	FTE
• NIL		

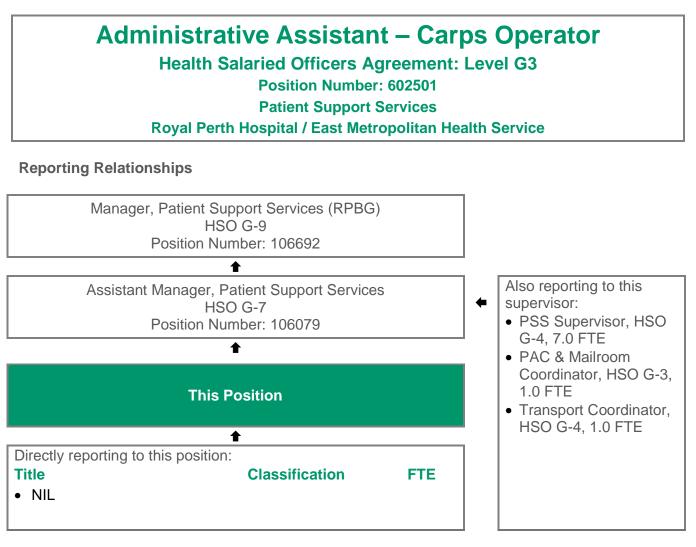
Key Responsibilities

Coordinates the activities of tasks logged on the Carps task management system for PSS during all hours, and for after-hours Patient Transport services. Responds to all emergencies and maintains adequate staffing levels in the department on a shift by shift basis

Brief Summary of Duties (in order of importance)

1. General

1.1   Monitors and supports tasks logged in Carps system including ensuring the effective deployment and utilisation of the service resources.

1.2   Receives and distributes service requests for patient and equipment transfers and environmental cleaning requests utilising Carps.

1.3   Provides a prompt and courteous customer service to all internal and external customers of the hospital

1.4   Distributes service requests to the appropriate staff member/s for completion as required.

1.5   Manages job request queues and prioritises workflows and escalates service requests as required distributing tasks according to level of priority.

1.6   Liaises with hospital staff as necessary, and provides status of tasks as required.

1.7   Escalates any work flow and/or staff issues to the Patient Support Services Supervisor, for consultation or resolution as required.

1.8   Monitors workflows through the use of personal hand held devices and portable or desktop computers.

1.9   Assists hospital staff in the logging of service requests as required.

1.10   Prepare Carps statistical reports for PSS Management as required

2. Rostering

2.1   Liaises with Assistant Manager Patient Support Services and Patient Support Services Supervisors to ensure appropriate staffing levels are maintained.

2.2   Assists in the preparation of correct and timely rosters for Central PCA (Orderly) service.

2.3   Coordinates the authorisation of hard copies of rosters for the Assistant Manager and Supervisors, and RoStar.

2.4   Assists with the authorisation of rosters for Patient Support Services staff and updates information into RoStar if required.

2.5   Ensures that all necessary roster information and changes are communicated to Employment Services and Payroll departments at Health Support Services (HSS) having been appropriately authorised.

2.6   Ensures that data entry and processing is completed and authorised in a timely manner for leave applications. Undertakes quality audits of leave, roster & payroll information to ensure data integrity.

2.7   Administers and maintains Casual Pool and part time staffing levels for the Central PCA (Orderly) service as required and assists by calling in casual and or agency staff.

2.8   Prepares statistical employee reports as required.

3. Administration

3.1   Assists with maintaining rostering information systems for Central PCA (Orderly) staff.

3.2   Takes responsibility for operating departmental systems software of the Carps database.

3.3   Utilises various computerised software including, but not limited to Microsoft Word, Excel and PowerPoint

3.4   Develops and implements administrative procedures as required

3.5   Undertake special administrative projects relating to Central PCA service as required

3.6   General office management, including record management and disposal, filing, photocopying, scanning and faxing of documents

4. EMHS Governance, Safety and Quality Requirements

4.1 Participates in the maintenance of a safe work environment**.**

4.2 Participates in an annual performance development review.

4.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.

4.4 Completes mandatory training (including safety and quality training) as relevant to role.

4.5 Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.

4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria
1. Demonstrated organisational skills including the ability to coordinate and allocate multiple tasks according to priorities.
2. Demonstrated ability to prioritise workflow and tasks.
3. Well-developed interpersonal, verbal and written communication skills including the ability to liaise effectively with staff at all levels.
4. Well-developed computer skills and a sound knowledge of PC based Microsoft applications such as Excel, Word and Outlook.
5. Well-developed problem solving skills including conceptual and analytical ability.
6. Demonstrated ability to show initiative and work effectively with minimal supervision and as part of a team.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria
1. Previous experience working in a hospital or healthcare service environment
2. Previous experience using a computerised task management system

Appointment Prerequisites
Appointment is subject to:
- Completion of 100 Point Identification Check.
- 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.				
Bill Poposki			HE82960	25/11/2016
Manager / Supervisor Name	**Signature**	**or**	**HE Number**	**Date**
Richard Jarvis			HE116398	30/11/2016
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.				
Occupant Name	**Signature**	**or**	**HE Number**	**Date**
Effective Date				

HCN Registration Details (to be completed by HCN)			
Created on	09/01/2017	**Last Updated on**	He74118 February 2017