



North Metropolitan Health Service
Job Description Form

HSS Registered

Departmental Secretary
Health Salaried Officers Agreement: HSO Level G2
Position Number: 004638
General Surgery / Surgical Division
Sir Charles Gairdner Hospital

Reporting Relationships

Administrative Officer
 Award Level: HSO G4
 Position Number: 000198



Administrative Assistant
 Award Level: HSO G3
 Position Number: 004613



This Position



← Also reporting to this supervisor:

- Clerk/Secretary 2.6

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•
Clerk/Secretary		1.0	

Prime Function / Key Responsibilities

To provide a comprehensive and efficient secretarial and clerical service to the senior and junior medical staff of WA Liver & Kidney (SCGH) Surgical Transplant Service and/or General Surgery Department.

Brief Summary of Duties (in order of importance)

- Facilitate prioritisation of patient referrals, initiates and coordinates outpatient clinic appointment bookings and cancellations and maintains clinic profiles.
- Answers telephone inquiries and initiates appropriate action.
- Co-ordinates transport and interpreter services as required.
- Liaises with medical staff, private rooms, hospital staff, general practitioner staff and patients.
- Monitors and distributes all incoming correspondence. Prepares standard response to general inquiries as required.
- Requests and distributes patient medical records and maintains tracking systems.
- Photocopies, collates and dispatches completed work.
- Types outpatient clinic letters, memos, letters, consult requests, insurance/solicitors' reports and presentations as required.
- Carries out audio typing of medical terminology letters and reports.
- Orientates and instructs relief staff.
- Co-ordinates and types consultants' and registrars' on-call roster.
- Is responsible for room bookings and management of all equipment within the 6th floor Conference Room.
- Maintains consultant diary where required.
- Assists the Level 3, Admin Assistant as required.
- Maintains quality control standard.
- Other duties as directed.

NMHS Governance, Safety and Quality Requirements

- Participates in the maintenance of a safe work environment.
- Participates in an annual performance development review.
- Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- Completes mandatory training (including safety and quality training) as relevant to role.
- Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Demonstrated secretarial and administration experience in a hospital or healthcare environment.
2. Knowledge of computerised Patient Care System (e.g. TOPAS, Merits, e-Referral, ICM, Outpatient Direct, Central Referral Service, CARPS).
3. Demonstrated ability to coordinate, organise and prioritise work effectively under pressure and unsupervised.
4. Well-developed communication and interpersonal skills.
5. Demonstrated computer knowledge of Microsoft Software (Word, Outlook and Excel).

Desirable Selection Criteria

1. Broad knowledge of multidisciplinary medical terminology.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

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.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature:
Date:

Position Occupant

Name:
Signature:
Date: