



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

WA Country Health Service		Position No:	300142
Division:	Pilbara	Title:	Clerical Assistant
Branch:	Pilbara Population Health	Classification:	HSO Level G-2
Section:	Public Health	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	Title: Director Population Health Classification: HSO Level G-11 Position No: 608202	
	↑	
Responsible To	Title: Public Health Manager Classification: HSO Level G-8 Position No: 614988	
	↑	
This position	Title: Clerical Assistant Classification: HSO Level G-2 Position No: 300142	↑

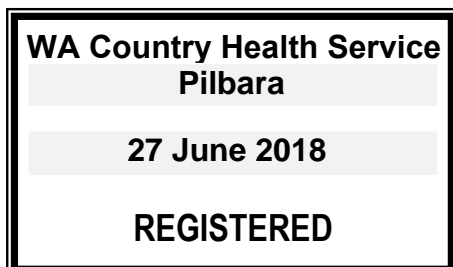
OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

Title
CNS – Public Health
Research and Evaluation Coordinator
CNS – Sexual Health
CNS – Public Health

Positions under direct supervision:	← Other positions under control:								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Position No.	Title			<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Category	Number		
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Section 3 – KEY RESPONSIBILITIES

Provide an effective reception and administrative service to Pilbara Population Health – Public Health. To contribute to the efficient and effective operation of public health service including clerical and reception duties, and data entry support.



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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services

Partnerships and collaboration

OUR VALUES

Community – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

**WA Country Health Service
Pilbara**

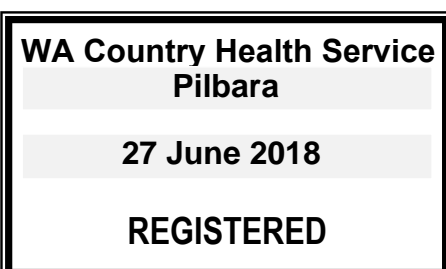
27 June 2018

REGISTERED

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	ADMINISTRATION		50
1.1	Performs reception duties for Pilbara Public Health.		
1.2	Provides the first point of contact for clients, visitors, staff and community.		
1.3	Receives and attends to customer enquiries and provides advice, assistance and support where required.		
1.4	Answers and directs phone calls and faxes to staff members based in Population Health.		
1.5	Manages incoming, outgoing mail and takes responsibility for collection and distribution of mail.		
1.6	Coordinates, integrates and maintains population health record systems and files.		
1.7	Coordinates repair and maintenance requests including for buildings, vehicles, and equipment for Pilbara Population Health.		
1.8	Manages Pilbara Population Health vehicles in Hedland for servicing, maintenance, Auto central bookings/training and log sheet correlation.		
1.9	Contributes to reviews of relevant Pilbara Population Health services as required and assists with service and systems improvements.		
1.10	Coordinates stationary, internal supply orders, and arranges delivery or collection of these items.		
2.0	CLERICAL		45
2.1	Provides clerical staff members for the public health staff.		
2.2	Completes minutes for meetings as required by the Public Health Manager.		
2.3	Prepares and distributes agendas, minutes, records, reports, promotional material and other documentation as required by the public health team.		
2.4	Provides data entry support to public health staff under supervision of Public Health Nursing.		
2.5	Arranges, maintains and organises clinics with client bookings, including clinics.		
2.6	File management of health records under supervision when required.		
3.0	OTHER		5
3.1	Duties as directed by the Public Health Manager or delegate.		
3.2	With line management support, reflects on work methods and practices and implements administration system improvements within the Pilbara Population Health service.		
3.3	Contributes to quality improvement initiatives as required within the Pilbara Population Health service in consultation with relevant clinical and administrative staff.		
3.4			
	The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.		



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated clerical and administrative support experience.
2. Demonstrated experience using Microsoft Office packages, email and databases.
3. Demonstrated well-developed interpersonal and verbal communication with effective written communication skills and ability to maintain confidentiality.
4. Demonstrated ability to work as part of a team or with limited supervision.
5. Current knowledge of EEO and OSH principles and practices.
6. A current C class drivers licence.

DESIRABLE

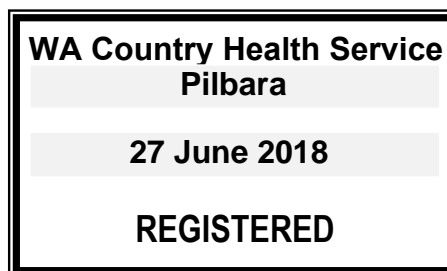
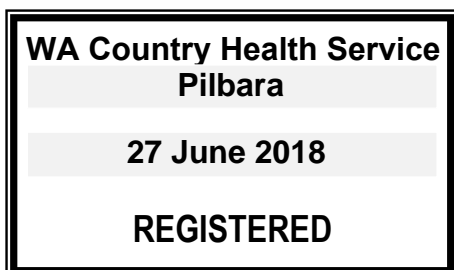
1. Previous work experience in the health sector.
2. Knowledge of disability services.
3. Experience working in a cross cultural environment.

Section 6 – APPOINTMENT FACTORS

Location	South Hedland	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	District Allowance if applicable, Annual Leave Travel Concession if applicable, one week additional leave for above the 26 th Parallel, Air-conditioning subsidy if applicable Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance • Current C class drivers licence 		
Specialised equipment operated			

Section 7 – CERTIFICATION

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



Signature and Date: ____/____/____
Director of Population Health

Signature and Date: ____/____/____
Regional Director

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

Name	Signature	Date Appointed	Date Signed

