



Job Description Form

HSS Registered

Administrative Support Officer

Support Services

Health Salaried Officers Agreement: Level G-1/2

Position Number: 00005445-00005447, 00005449-00005456

BreastScreen WA / Women and Newborn Health Service

Reporting Relationships

Medical Director
 MP Level 16-24
 Position Number: 00005515



Coordinator Support Services
 Award Level:G6
 Position Number: 00017008



This Position



Also reporting to this supervisor:

-

Directly reporting to this position:

Title	Classification	FTE
•		

Other positions under control

-

Prime Function / Key Responsibilities

Provide operational support within the Support Services Area which includes call centre, administration, records, preparation of images and general office duties to support the provision of mammography screening services.

Brief Summary of Duties (in order of importance)

1. Teamwork

- 1.1 As a member of the Support Services team, provide a range of services to ensure high quality and timely provision of mammography screening services state wide, call centre.
- 1.2 Receive, respond and action incoming calls for mammogram appointments.
- 1.3 Contact clients to cancel and/or reschedule appointments as required.
- 1.4 Attend to general client queries.

2. Administration, data entry and client correspondence

- 2.1 Enter data relating to mammography screening to a required standard.
- 2.2 Arrange mailing of correspondence to clients and medical practitioners.
- 2.3 Type reports as requested.
- 2.4 Print and collate images against paperwork.

3. Mammography Images

- 3.1 Receive and display mammography images with associated documentation for radiologists.
- 3.2 Prepare and send hard or digital copies of mammography images as required and maintain a copy register.
- 3.3 Transfer images to external providers as required.
- 3.4 Maintain cleanliness of image viewing areas as appropriate.

4. Maintenance of client records

- 4.1 Maintain client-related records in a timely and accurate manner.

5. Quality control

- 5.1 Maintain benchmarks for quality control procedures and protocols.
- 5.2 Ensure the implementation of procedures and protocols to maintain confidentiality.
- 5.3 Monitor data entry practices and procedures and instigate appropriate checks to ensure accuracy of information.

6. Corporate policy awareness

- 6.1 Maintain an awareness of relevant requirements related to:
 - Equal opportunity;
 - Disability access;
 - Clinical and corporate governance;and apply these in the workplace.

7. NMHS Governance, Safety and Quality Requirements

- 7.1 Participates in the maintenance of a safe work environment.
- 7.2 Participates in an annual performance development review.
- 7.3 Completes mandatory training (including safety and quality training) as relevant to role.
- 7.4 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 7.5 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

8. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated initiative and ability to work in all areas of support services with minimal supervision.
2. Excellent verbal communication and interpersonal skills including telephone techniques.
3. Ability to work effectively in a team environment.
4. Relevant experience in the use of personal computer software applications, including word processing and data entry.

Desirable Selection Criteria

1. Previous Customer Service and/or Call Centre experience.
2. Experience in the management of records.
3. 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: Janet Pickering
Signature/HE: HE32753
Date:04/07/2016

Dept./Division Head

Name: Dr Liz Wylie
Signature/HE: HE14586
Date:04/07/2016

Position Occupant

Name:
Signature/HE:
Date: