



Job Description Form

Secretary

Health Salaried Officers Agreement: Level G-2

Position Number: 00007148

**Genetic Services of WA
Women and Newborn Health Service**

Reporting Relationships

HIAS Manager
HSO Level G8
Position Number: 00013777



Administrative Services Coordinator
HSO Level G5
Position Numbers: 00013778



Also reporting to this supervisor:

- Administration officer
- Administrative Assistant
- Administrative Support Officer
- Clerical officer
- Clerk Data Entry
- Clerk Typist
- Data Processing Officer
- Secretary

This Position



Directly reporting to this position:

Nil

Other positions under control

n/a

Prime Function / Key Responsibilities

To provide a confidential, comprehensive and professional secretarial service to Genetic Services WA. Provide a customer focused service for patients, the public and other medical professionals accessing Genetic Services.

Brief Summary of Duties (in order of importance)

1. Reception (20%)

- 1.1 Receives telephone calls to Genetic Services, directs calls and communicate messages to staff.
- 1.2 Meets and assists visitors to the department. Greets and registers clinic patients and process appointments.
- 1.3 Attends to enquiries and requests from the public, hospital employees, doctors and their staff.
- 1.4 Retrieves, compiles and updates client charts for patients attending the genetic clinic. Update and prints client identification labels and forms.

2. Secretarial (75%)

- 2.1 Typing and formatting of clinical correspondence including, but not limited to, appointment letters and audio dictations for clinic summaries with high attention to detail.
- 2.2 Data retrieval and data entry using the Genetic Services database, and WA Health hospital based patient administration systems (such as TOPAS, WebPAS) with attention to detail
- 2.3 Maintains confidential and accurate chart filing and archiving system.
- 2.4 Routinely ensures that stocks of forms and brochures are maintained at an appropriate level.
- 2.5 Maintenance of correspondence including receipt and timely distribution of postal and electronic mail and charts for action. Faxing and photocopying as required.
- 2.6 Attends team and department meetings.
- 2.7 Records minutes as required.

3. Team backup and support as needed (5%), may include:

- 3.1 Arranges, cancels and re-schedules appointments for the genetic clinic and assist in booking other services, eg. Ultrasound, interpreter etc.
- 3.2 Provides secretarial cover for other clinical sections within the department as instructed.

4. NMHS 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 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.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, North 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 well developed secretarial skills including attention to detail, word processing skills with evidence of fast, accurate typing and complex terminology from audio dictation.
2. Demonstrated well developed interpersonal, verbal and written communication skills and ability to deal with sensitive matters relating to patients in a mature and confidential manner.
3. Demonstrated well developed effective time management skills and proven ability to work independently and collaboratively in a team setting.
4. Demonstrated ability to coordinate and prioritise daily work load.
5. Demonstrated interpersonal and communication skills and an ability to liaise affectively.
6. Reception and telephone experience with a strong customer focus.

Desirable Selection Criteria

1. Familiarity with medical terminology.
2. Knowledge of hospital computer packages e.g. WebPas, TOPAS.
3. Skills and experience with data entry and retrieval.
4. 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/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: