



Government of **Western Australia**  
**North Metropolitan Health Service**  
**Women and Newborn Health Service**

## Job Description Form

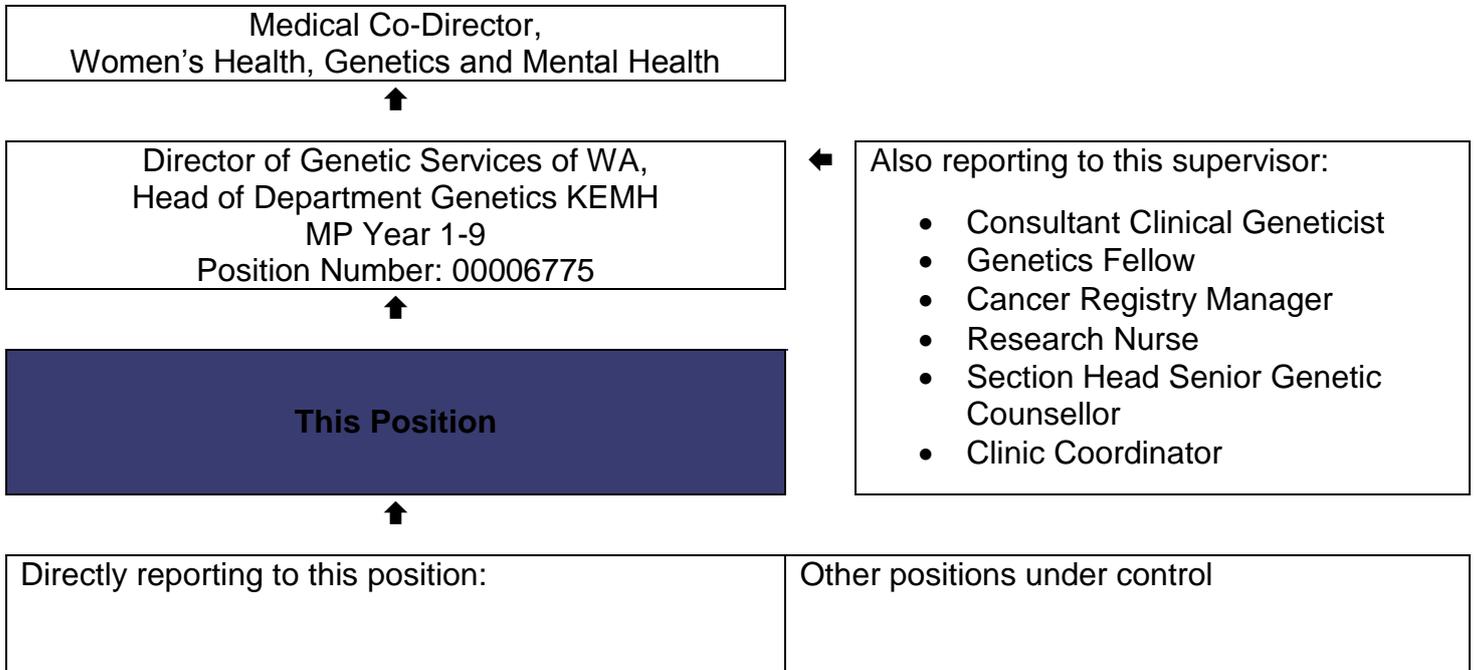
HSS Registered

### **Business Operations Coordinator** **Health Salaried Officers Agreement; HSO Level G-6**

**Position Number: 00014377**

**Genetic Services of Western Australia**  
**Women and Newborn Health Service**

#### Reporting Relationships



#### Prime Function / Key Responsibilities:

Aids in the non-clinical operational and strategic management of Genetic Services of Western Australia. This includes clinical service planning and management of technology and data resources, and aids the Director in coordination and review of activity based criteria and KPIs to support the delivery of high quality state-wide clinical genetics services. Undertakes data retrieval for Activity Based Funding, Clinical Governance and other accreditation requirements.

## Brief Summary of Duties (in order of importance)

### 1. CLINICAL SERVICE MANAGEMENT (35% breakdown)

- 1.1 Provides business management support and analysis, assisting the Director and Section Head Genetic Counsellor to facilitate strategic and operational planning for GSWA. Manage the design, development and implementation of business plans and strategies, ensuring the efficient and effective utilisation of GSWA human, financial and physical resources.
- 1.2 Reviews, updates and organises policies and procedures, in collaboration with the Director, Section Head Genetic Counsellor and Administration Officer, to facilitate the provision and continued development of an efficient and effective state-wide clinical genetics service.
- 1.3 Collaborates with GSWA staff to prepare applications and proposals in relation to external funding.
- 1.4 Assesses and manages the department's technology requirements and liaise with relevant stakeholders to aid the Director to develop recommendations for strategic planning.
- 1.5 Assists GSWA consultant clinical geneticists with send away genetic tests.

### 2. DATA REPORTING AND MANAGEMENT (30% breakdown)

- 2.1 Collects and reports statistical data for Activity Based Funding, Independent Hospital Pricing Authority, King Edward Memorial Hospital (KEMH) Clinical Governance Committee, National Safety and Quality Health Service standards and other accreditation requirements.
- 2.2 Manages processes related to the development and utilisation of the GSWA clinical database and patient administrations system through liaison with relevant stakeholders.
- 2.3 Compiles and analyses clinical service data for strategic planning purposes and provision of budget estimates.

### 3. ADMINISTRATION AND STAFF DEVELOPMENT SUPPORT (10% breakdown)

- 3.1 Manage and coordinate forms and paperwork required for recruitment, orientation, and contract documentation for staff within GSWA.
- 3.2 Monitor all GSWA staff fulfilment of training requirements and development activities as required by the Department of Health and KEMH to ensure the maintenance and enhancement of necessary skills and knowledge.
- 3.3 Coordination of staff related travel
- 3.4 Co-ordinate and promote GSWA education meetings.

### 4. QUALITY IMPROVEMENT (20% breakdown)

- 4.1 Develops and coordinates the GSWA quality improvement program and actively apply quality improvement measures to all activities undertaken at GSWA.
- 4.2 Audits data for service quality improvement, eg CIMs reports.

### 5. OTHER (5%)

- 5.1 Represents GSWA on various committees as delegated, and undertake other duties as required, including project management as assigned by the Director.
- 5.2 Participates in relevant training and development activities to ensure the maintenance and enhancement of job skills and knowledge.

### 6. NMHS Governance, Safety and Quality Requirements

- 6.1 Ensures, as far as practicable, the provision of a safe working environment
- 6.2 Participates in an annual performance development review.
- 6.3 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.
- 6.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 6.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 6.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### 7. Undertakes other duties as directed.

## Work Related Requirements

### Essential Selection Criteria

1. Knowledge and experience of financial management requirements including budget and information management.
2. Excellent organisational and time management skills, in order to plan and prioritise individual workloads.
3. Demonstrated initiative, together with the ability to work effectively under pressure.
4. Demonstrated and highly developed analytical and problem solving skills including issue analysis, formation of action plan options, implementation of solutions and research and computer skills including experience with information technology, such as client management databases.
5. Proven ability to work within a multi-disciplinary team, and demonstrate a high standard of interpersonal, verbal and written communication skills
6. 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. Post-secondary or vocational training relevant to this position.
2. Demonstrated ability to plan and directly influence the implementation of strategic change management in a clinical specialty service.
3. Knowledge and understanding of clinical service delivery in the Department of Health.

### 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: