



North Metropolitan Health Service
Job Description Form

HSS Registered

Clerk Supervisor
Health Salaried Officers Agreement: Level G3
 Position Number: 000573
 Health Information Management Service
 Sir Charles Gairdner Hospital

Reporting Relationships

Manager
 Health Information Management Service
 HSO Level 9
 Position Number: 000586



Deputy Manager
 Health Information Management Service
 HSO Level G7
 Position Number: 000587



This Position



← Also reporting to this supervisor:

- Health Information Systems Administrator – HSO Level G6
- Freedom of Information Coordinator – HSO Level G6
- Coordinator Central Medical Secretarial Unit – HSO Level G5
- Coordinator Medical Records – HSO Level G5
- Coordinator Day Admission and Relief Services – HSO Level G4
- Coordinator Ward Clerk Services – HSO Level G5

Directly reporting to this position: Nil	Other positions under control Nil
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Prime Function / Key Responsibilities
 Responsible for the efficient supervision of Health Information Management Services after hours, weekdays and weekends.

Clerk Supervisor | Level G3 | Position Number 000573

Brief Summary of Duties

1. Assists in the general management of all departments within the Health Information Management Services (HIMS) including supervision of staff.
2. Receives and resolves all after hours staffing and workplace issues, using efficient budget strategies where possible.
3. Liaises regularly with HIMS Coordinators to outline departmental and staffing issues and provide a comprehensive hand over.
4. Undertakes regular performance management reviews of afternoon and night staff in conjunction with the relevant HIMS Coordinator.
5. Acts as the HIMS Emergency Coordinator in period of hospital emergencies or evacuations.
6. Conducts a daily walk around to all staffed areas within HIMS.
7. On commencement of shift, collect the phone and proceed to negotiate and document staff absences.
8. Liaise with the After Hours Nurse Manager and medical staff when required.
9. Liaises with the On-Call computing officer to report out of hours computing problems.
10. Attends HIMS Coordinator meetings and training courses as directed.
11. Distributes relevant memorandums and documentation to staff as appropriate.
12. Undertakes the role of a HIMS Clerk in periods of necessity.
13. Participates in quality improvement activities as directed.
14. Refers staff and patient enquiries regarding the Private Patient Initiative to the Private Patient Liaison Officers.
15. Other duties as directed by HIMS Management.
16. **NMHS Governance, Safety and Quality Requirements**
 - 16.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
 - 16.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
 - 16.3 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.
 - 16.4 Completes mandatory training (including safety and quality training) as relevant to role.
 - 16.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
 - 16.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.
17. **Undertakes other duties as directed.**

The successful occupant of this position will be required to comply with the Sir Charles Gairdner and Osborne Park Health Care Group (SCGOPHCG) Strategic Plan, Occupational Safety & Health and Confidentiality throughout the course of their duties.

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Work Related Requirements

Essential Selection Criteria

1. Previous supervisory experience including rostering and staff allocation.
2. Demonstrated attitude and ability to provide a customer focussed service.
3. Developed written, verbal and interpersonal skills.
4. Demonstrated organisational, analytical and problem solving skills.
5. Proven ability to work within a multi-disciplinary environment.
6. Demonstrated understanding of confidentiality.
7. Demonstrated knowledge of computerised patient administration systems.
8. 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. Previous experience in a hospital or health care environment.
2. Experience in the management of organisational change.

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

Latha Sivapalan
He45114
1 March 2017

Dept./Division Head

Frances Harrison
He50987
1 March 2017

Position Occupant

Name:
Signature:
Date: