



HSS Registered

Clerical Coordinator Outpatients

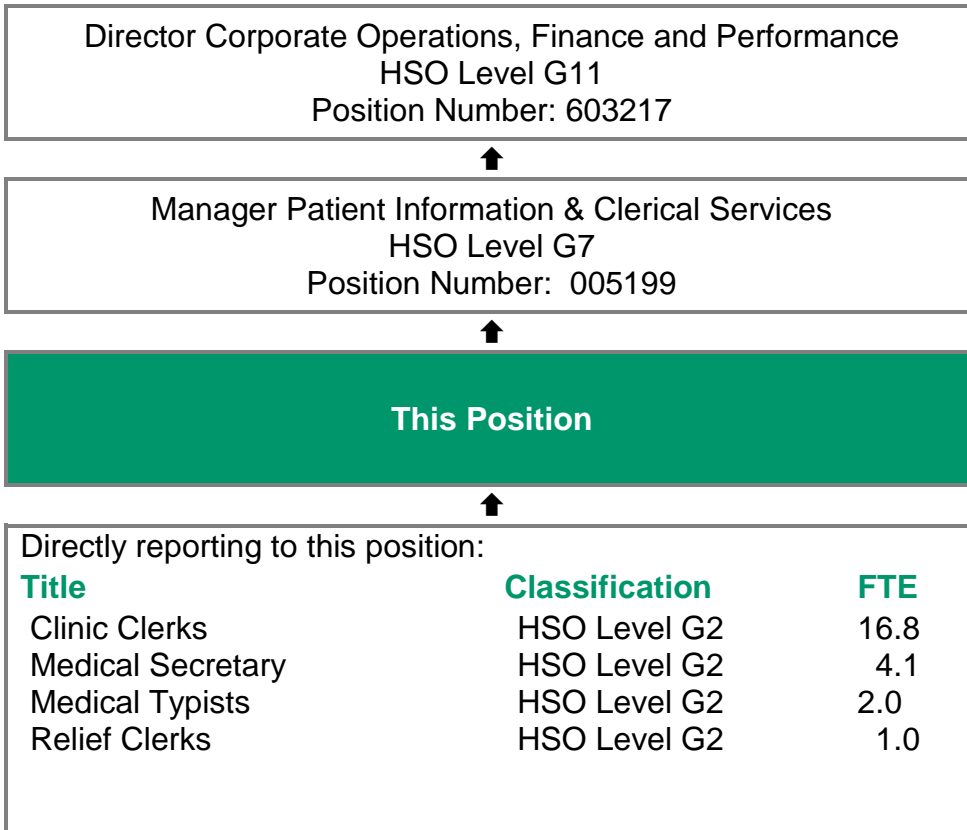
Health Salaried Officers Agreement: Level G5

Position Number: 603215

Health Information Management Service

Armadale Kalamunda Group / East Metropolitan Health Service (EMHS)

Reporting Relationships



- Also reporting to this supervisor:
- Coordinator Medical Record Service
 - Coordinator Inpatient Clerical
 - Coordinator ED and Reception Clerical
 - Coordinator Mental Health Clerical
 - System Trainer and Administrator

Key Responsibilities

Coordinates the daily management of staff under direct supervision to ensure an efficient and effective service is provided. Ensures data collection, medical record maintenance and clerical procedures relevant to Outpatient Services are of a high standard and comply with DOH and Health Service requirements.

EMHS Vision and Values

Our Vision

*Healthy people, amazing care.
Koorda moort, moorditj kwabadak.*

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Health Information Management

- 1.1 Coordinates and supervises daily management of clerical support provided to Outpatient Services including liaising and negotiation with internal and external customers to ensure patient, hospital and service needs are met.
- 1.2 Responsible for ensuring the delivery of a professional customer focused clerical service.
- 1.3 Responsible for ensuring staff under supervision adhere to procedures and policies relevant to outpatient services (i.e.: data collection, medical record maintenance and customer service).
- 1.4 Identifies and resolves issues affecting areas of responsibility, including workload.
- 1.5 Actively reviews and maintains departmental policies and procedures.
- 1.6 Conducts meetings for staff under supervision and represents HIMS at internal and external meetings.
- 1.7 Provides a comprehensive consultancy advice to departmental and external personnel relevant to outpatient clerical services.

2. Human Resource Management

- 2.1 Prepares staff rosters, manages clerical FTE and staffing levels to ensure an effective and efficient clerical service is provided at all times.
- 2.2 Plans and coordinates training and development for all clerical staff under supervision ensuring effective clerical relief.
- 2.3 Supervises and monitors staff performance including staff disciplinary issues.
- 2.4 Authorises, verifies, monitors and maintains human resource management, payroll systems information. Submits HR forms to Manager, Health Information Manager Service (HIMS).
- 2.5 Coordinate contracts, recruitment, selection and appointment for positions under supervision in accordance with Public Sector Standards.
- 2.6 Manages and coordinates for area under control all leave requests, leave liability and ensures appropriate backfill.
- 2.7 Liaises with HIMS Manager and Human Resources on human resource management and industrial relations issues.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 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.
- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

4. Undertakes other duties as directed

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Demonstrated experience in management and supervision of clerical staff in a healthcare environment.
2. Demonstrated high level communication and interpersonal skills including negotiation and conflict resolution.
3. Demonstrated ability to work both unsupervised and in a team environment.
4. Well-developed organisation skills and ability to problem solve and recommend solutions.
5. Working knowledge and experience in the use of rostering systems (i.e.: RoStar) and Patient Administration Systems (i.e.: TOPAS/WEBPAS).
6. Demonstrated knowledge and understanding of Human Resource Management principles, Public Sector Standards and relevant awards.
7. Demonstrated knowledge of quality improvement principles and ability to develop and implement quality and process improvement initiatives.
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. Eligibility for full membership to the Health Information Management Association of Australia.
2. Knowledge of statutory requirements and standards relating to the Freedom of Information Act (1992).
3. Demonstrated ability to provide a customer focused service.

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.

Naomi Sopi		HE21616	20/11/2016
Manager / Supervisor Name	Signature or	HE Number	Date
Dept. / Division Head Name	Signature or	HE Number	Date

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

Occupant Name	Signature or	HE Number	Date
Effective Date			

HSS Registration Details (to be completed by HSS)

Created on	Last Updated on	September 2019
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