



Job Description Form

HSS REGISTERED

Administrative Services Coordinator

Health Salaried Officers Agreement: G5

Position Number: 00013778

Health Information & Administrative Services (HIAS)

Women and Newborn Health Service

Reporting Relationships

Director Clinical Services
 MP Level: Year 1-9
 Position Number: 00008184



Manager, Health Information & Administrative Services
 Award Level: G8
 Position Number:



This Position



Also reporting to this Supervisor:

- Inpatient Administrative Coordinator
- Outpatient Administrative Coordinator
- Health Information Systems Support Coordinator
- PIMS Coordinator

Directly reporting to this position:

Title	Classification	FTE
Office Administrator	G4	1.0
Secretary	G2	6.7

Other positions under control

- Administrative Support Officer G3
- Administrative Assistant G2
- Medical Typist G1

Prime Function / Key Responsibilities

Coordinates and controls administrative functions provided by staff under direct supervision. Liaises with medical, nursing and other staff to ensure services meet operational requirements.

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Brief Summary of Duties (in order of importance)

1. Service Management

- 1.1. Coordinates and supervises the daily management of administrative functions provided by staff across relevant service areas.
- 1.2. Liaises with medical, nursing and other staff to ensure administrative functions are responsive to operational requirements for relevant service areas.
- 1.3. Responsible for the daily supervision and management of staff performance and allocated workloads, including the development, monitoring and reporting of key performance indicators.
- 1.4. Develops reviews and maintains service line policies and procedures and ensures staff adherence.
- 1.5. Provides advice and support to Directorate leads and HOD on relevant administrative issues.
- 1.6. Conducts meetings for staff under direct supervision and represents services areas and HIAS at relevant internal and external committee meetings.
- 1.7. Advises individual departments, directorates and staff on administrative functions relevant to service areas and investigates, manages and reports on customer or patient complaints.

2. Supervision and Management

- 2.1. Authorises, verifies, maintains and monitors human resource and payroll information systems for staff under direct supervision.
- 2.2. Prepares staff rosters to ensure the effective delivery of administrative services.
- 2.3. Manages leave requests, leave liability and ensures appropriate backfill for administrative staff.
- 2.4. Responsible for the recruitment, selection and orientation of all administrative staff for relevant service areas.
- 2.5. Responsible for planning and coordinating staff training and development to ensure the delivery of high quality administrative services.
- 2.6. Prepares, analyses and submits reports to the Manager, HIAS on issues relating to contracts and budget for staff FTE under direct supervision.
- 2.7. Liaises with Manager, HIAS and Human Resources on relevant human resource and industrial relations issues.

3. NMHS 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. Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 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 Government, WA Health, North Metropolitan Health Service, WNHS and Departmental / Program specific policies and procedures.
- 3.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed.

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Work Related Requirements

Essential Selection Criteria

1. Previous experience in the supervision and training of administrative staff within a health care environment.
2. Highly developed written, verbal and interpersonal communication skills with the ability to interact and negotiate with staff at all levels.
3. Demonstrated ability to organise and prioritise tasks, identify and analyse problems and recommend effective solutions.
4. Demonstrated ability to promote and enhance teamwork in support of a customer-focused service.
5. Demonstrated knowledge and practical experience in the use of computerised patient information systems.
6. Knowledge and understanding of quality improvement principles and their practical application in evaluating and meeting customer needs.
7. 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. Knowledge of medical terminology and abbreviations.
2. Knowledge of principles associated with health information systems, practices and patient confidentiality.
3. Previous relevant experience within similar service areas of a hospital or health 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.

Manager/Supervisor

Name:

Signature/HE:

Date:

Dept./Division Head

Name:

Signature/HE:

Date:

Position Occupant

Name:

Signature/HE:

Date:

Created on:

Last updated on: August 2018

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