



## JOB DESCRIPTION FORM

### Section 1 – POSITION IDENTIFICATION

<b>WA Country Health Service – Midwest</b>		<b>Position No:</b>	604403
<b>Division:</b>	Midwest	<b>Title:</b>	<b>Administrative Assistant</b>
<b>Branch:</b>	Mullewa Health Service	<b>Classification:</b>	HSO Level G3
<b>Section:</b>		<b>Award/Agreement</b>	Health Salaried Officers Agreement

### Section 2 – POSITION RELATIONSHIPS

<b>Responsible To</b>	<b>Title:</b>	Director of Nursing - Health Service Manager
	<b>Classification:</b>	RN SRN Level 6
	<b>Position No:</b>	604377



<b>Responsible To</b>	<b>Title:</b>	Nurse Manager
	<b>Classification:</b>	RN SRN Level 3
	<b>Position No:</b>	605228



<b>This position</b>	<b>Title:</b>	<b>Administrative Assistant</b>
	<b>Classification:</b>	<b>HSO Level G3</b>
	<b>Position No:</b>	<b>604403</b>



#### OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:

<b>Title</b>
Clinical Nurse
Registered Nurse
Clerical Assistant
Personal Care Assistant
Personal Care Assistant - Cook
Gardener/Handyperson
Activities Coordinator



<b>Positions under direct supervision:</b>	<b>← Other positions under control:</b>								
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Position No.	Title			<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Category	Number		
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### Section 3 – KEY RESPONSIBILITIES

Provide comprehensive administrative and clerical support for Mullewa Health Service. Perform medical record tasks and responsible for Patient Assisted Travel Scheme (PATS) Claims processing.

<b>WA Country Health Service Midwest</b>
<b>11 December 2019</b>
<b>REGISTERED</b>

TITLE	Administrative Assistant	POSITION NO	604403
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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State's major maternity hospital – and 40% of the State's emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR MISSION**

To deliver and advance high quality care for country WA communities

**OUR VISION**

To be a global leader in rural and remote healthcare

**OUR STRATEGIC PRIORITIES**

***Caring for our patients*** - Providing safe, patient-centred care, ensuring the needs of our patients are at the core of everything we do

***Addressing disadvantage and inequity*** - Delivering focussed and accessible services for those who need it most

***Building healthy, thriving communities*** - Supporting country people to be as healthy as they can be and continuing to play our part in the economic and social viability of country communities

***Delivering value and sustainability*** - Ensuring that the services we provide are sustainable and we are transparent about our performance

***Enabling our staff*** - Supporting our staff to deliver great care, empowering them to learn, grow, innovate and lead

***Leading innovation and technology*** - Embracing innovation and technology to create a safer, more connected and equitable health system

***Collaborating with our partners*** - Partnering to deliver more integrated services that improve patient outcomes and experience, giving consumers more choice and control

**OUR VALUES**

***Community*** – We live and work in country communities. We are invested in the health, wellness and viability of country communities and the vibrancy, diversity and future of country WA.

***Compassion*** – We are inclusive, respectful, and considerate. We care deeply about the people in our care and country communities.

***Quality*** – We provide safe, high-quality care, constantly striving to innovate, improve and achieve trust in our care.

***Integrity*** – We bring honesty, collaboration and professionalism to everything that we do.

***Equity*** – We are passionate about fairness in healthcare for all Western Australians, especially the most vulnerable and disadvantaged people and communities.

***Curiosity*** – We continually enquire and seek to understand, using the best evidence, insight and research to

**WA Country Health Service**  
**Midwest**  
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**Section 4 – STATEMENT OF DUTIES**

<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>1.0</b>	<b>ADMINISTRATION AND CLERICAL</b>		<b>35</b>
1.1	Provide comprehensive administrative support to the Nurse Manager (NM) and the Director of Nursing / Health Service Manager (DoN/HSM) of Mullewa Health Service (MHS) when required.		
1.2	Sort and open incoming correspondence according to mail handling policy and distribute.		
1.3	Attend to incoming communications, screen and re-direct as appropriate.		
1.4	Maintain strict confidentiality for all incoming communications.		
1.5	Provide reports, briefing notes and meeting notes and distribute to relevant personnel.		
1.6	Provide assistance by management of all bookings for meetings, venues, catering, videoconference, accommodation and transport as requested etc.		
1.7	Maintain effective records, documents and filing system for MHS.		
1.8	Attend minutes and act as minutes secretary as requested, assist the NM and DON/HSM in the form of research and report writing as required.		
1.9	Organise IT / Communications, equipment support / repairs services.		
1.10	Maintain all information, support and liaison in a strictly confidential manner.		
1.11	Responsible for RoStar staff data entry and enquiries.		
1.12	Arranges staff accommodation as required.		
<b>2.0</b>	<b>FINANCE</b>		<b>30</b>
2.1	Process accounts in Records Manager ready for NM, Don/HSM or other delegated office approval.		
2.2	Prepare and raise all HACC/inpatient/resident accounts within standard time frames.		
2.3	Raise sundry debtors and reconcile monthly ensuring timeframes are met.		
2.4	Maintain accounting records accuracy.		
2.5	Maintain asset database for the health service in collaboration with regional office.		
2.6	Monitor payments and monies owed within required time lines.		
2.7	Record all cash receipts in finance system, receipt and bank revenue as per policy and procedure.		
2.8	Complete all financial duties in accordance with Financial management Act.		
2.9	Receipt and bank all monies.		
2.12	Process payments for Visiting Medical Practitioner for services provided.		
2.13	Complete financial reconciliations (including P Card) as required by policy and guidelines.		
<b>3.0</b>	<b>MEDICAL RECORDS</b>		<b>10</b>
3.1	Records and maintains all admissions, discharges and medical records in accordance with Health Standards and Policy and Procedure.		
3.2	Prepares all admissions, discharges and patient transfers and correspondence as per policy.		
3.3	Enter all details into WebPAS as per data entry standards and time frames.		



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<b>Duty No.</b>	<b>Details</b>	<b>Freq.</b>	<b>%</b>
<b>4.0</b>	<b>PATIENTS ASSISTED TRAVEL</b>		
4.1	Compile monthly statistics and complete monthly spreadsheet by close of first week of month.		15
4.2	Completes PATS processing, benefits, data entry and reporting, maintenance of records in accordance with policy and procedure.		
<b>5.0</b>	<b>OTHER</b>		<b>10</b>
5.1	Actively participate in health service quality program.		
5.2	Positively promote the health service, its staff and services.		
5.3	Other duties as directed by the Nurse Manager or /DON.		

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.



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**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated computer skills in a Windows environment including Microsoft Office products, word processing, databases, spreadsheets and email operations.
2. Demonstrated experience in providing secretarial, personal assistant support and reception duties.
3. Previous experience in the use and management of telephone systems.
4. Demonstrated effective communication skills (written and verbal) and interpersonal skills.
5. Demonstrated ability to organise and prioritise workload and meet time schedules.
6. Eligible for / or in possession of a current C or C-A Class drivers licence.

**DESIRABLE**

1. Previous experience working in a health environment.
2. Previous experience using webPAS, RoStar, PATS systems.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>	Mullewa	<b>Accommodation</b>	As determined by the WA Country Health Service Policy
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Provision of the minimum identity proofing requirements</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre-Employment Health Assessment</li> <li>• Successful WA Health Integrity Check</li> <li>• Successful Aged Care Criminal Record Clearance</li> <li>• Evidence of a current C or C-A Class drivers licence</li> </ul> Allowances <ul style="list-style-type: none"> <li>• District allowance</li> </ul>		
<b>Specialised equipment operated</b>			

**Section 7 – CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date:  
**Manager**



Signature and Date:  
**Regional Director**



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

Name	Signature	Date Appointed	Date Signed

