



Job Description Form

HSS Registered

Support Officer

Health Salaried Officers Agreement; Level G3

Position Number: 00005812

Health Information and Administrative Services

Women and Newborn Health Service

Reporting Relationships

Manager, Health Information and Administrative Services
 HSO Level G8
 Position Number: 00013777



Administrative Services Coordinator
 HSO Level G5
 Position Number: 00013778



This Position



Also reporting to this supervisor:

- Data Processing Officer HSO Level G1/2
- Medical Typist HSO Level G1/2
- Data Entry Clerk HSO Level G1/2
- Secretary HSO Level G2
- Administrative Assistant HSO Level G2
- Clerical Officer HSO Level G2
- Administrative Support Officer HSO Level G3
- Administrative Assistant HSO Level G3
- Administrative Officer HSO Level G4
- Office Administrator HSO Level G4

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	
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Prime Function / Key Responsibilities

Provide assistance to KEMH Wards/Units in relation to the allocation of nursing/midwifery staff to meet temporary staffing needs. Support the effective operation of the wards and Hospital Clinical Managers Office by providing administrative support and other duties as directed by the Hospital Clinical Manager.

Brief Summary of Duties (in order of importance)

1. Professional

- 1.1 Provide assistance to KEMH Wards with allocation of casual Nursing and Midwifery staff
- 1.2 Receive telephone, email and other forms of requests for staff allocation and assess staffing requirement to match with available resources
- 1.3 Record Nursing/Midwifery casual staff availabilities and book shifts as required
- 1.4 Enter staff allocation system data including Nurse West agency request via Shift Match
- 1.5 Liaise with Hospital Clinical Managers and Ward Managers to maintain accurate details on Master Roster for payroll purposes
- 1.6 Verifies invoices from Nursing Agencies and Nurse West Summary of Labour Costs

2. Support

- 2.1 Maintain a pool of appropriate qualified and available staff to meet casual staffing needs
- 2.2 Liaise with Nursing/Midwifery Casual staff to ensure currency and accuracy of contact information, employment location preferences etc.
- 2.3 Updating database of nursing/midwifery casual roster, Nurse West Casual Pool and LATTICE/HRIS
- 2.4 Produces and maintains Hospital Clinical Managers rosters on Rostar
- 2.5 Assisting Hospital Clinical Managers in the coordination of interview and other recruitment related administrative activities

3. Administrative

- 3.1 Support the effective operation of the Hospital Clinical Managers office by providing other administrative support as directed
- 3.2 Preparation and typing routine correspondence
- 3.3 Providing reception duties
- 3.4 Providing administrative support to Hospital Clinical Managers
- 3.5 Providing filing, mail management, purchasing and maintaining stationary stock

4. NMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Demonstrated high level administrative skills and experience working within a complex service delivery environment.
2. Demonstrated well developed time management skills and proven ability to work independently and collaboratively in a team setting.
3. Demonstrated good interpersonal and oral communication skills, with the ability to liaise effectively with staff at all levels.
4. Demonstrated competence in computing skills including proficiency in word-processing, Microsoft Excel, Word, Outlook and database applications in delivery of services.
5. Demonstrated well developed organisational skills with ability to allocate resources to effectively address operational needs.
6. Demonstrated high level of accuracy in the receipt and recording of information from variety of sources with attention to detail.

Desirable Selection Criteria

1. Understanding of nursing practice within a hospital environment.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

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: