



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Outpatient Coordinator

Health Salaried Officers Agreement: G-5

Position Number: 008371

Division/Unit: Central Outpatient Services

Sir Charles Gairdner Osborne Park Health Care Group

Reporting Relationships

Executive Director of Medical Services

Position Number: 001896



Director Outpatient Services

Award Level: HSO G-10

Position Number: 008275



This Position



Also reporting to this supervisor:

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Directly reporting to this position:

Title	Classification	FTE
Outpatient Supervisor	HSO G-3	3.0 FTE
Outpatient Supervisor	HSU G-3	1.0 FTE

Other positions under control

- Outpatient Clerk 24.5 FTE
- Outpatient Clerk SPoRT 3.0 FTE
- Medical Typist 15.3 FTE

Prime Function / Key Responsibilities: Responsible for the management and delivery of the outpatient services within the designated department, centre or service. Responsible for staff and resource management including staff development and appraisals, delivery of all agreed key performance indicators, complaints management and resolution and external contract management.

Brief Summary of Duties

1. Management

- 1.1 Responsible for the management and delivery of the outpatient services in accordance with agreed key performance indicators.
- 1.2 Coordinates and supervises the daily work of the outpatient supervisors.
- 1.3 Responsible for compliance with policies and practices and other relevant legislation which impacts on the management of staff in outpatient services, including clerical staff, medical records and information systems.
- 1.4 Liaises with medical, nursing and other key outpatient staff to manage daily operational requirements to ensure the necessary service is provided.
- 1.5 Participates in the development and implementation of policies and guidelines relevant to outpatient services and responsible for the integration of clerical services in outpatients in line with SCGOPHCG and NMHS goals and objectives.
- 1.6 Participates in the planning, development, implementation and ongoing application of Quality Improvement activities.
- 1.7 Initiates and manages the recruitment and subsequent orientation processes for clerical staff, including provision of appropriate supervision for new staff members regarding OSH processes and work practices.
- 1.8 Manages the daily clerical staff rosters and rotations between the relevant clerical roles, approve clerical staff leave arrangements and management of Payroll Systems.
- 1.9 Coordinates development activities, materials and prepare standard operating procedures and manuals for clerical staff within outpatient services.
- 1.10 Ensures relevant practicable occupational safety and health practices and standards are implemented and maintained.
- 1.11 Maintains equipment, stationery supplies and library resources as required.
- 1.12 Participate in analysis of complex problems with the ability to provide a range of solutions.
- 1.13 Responsible for monitoring compliance of external contracts.
- 1.14 Coordinate, organise and evaluate administrative education and upskilling support for and training programs of clerical staff within the service.

2. Supervision and Training

- 2.1 Responsible for the commencement and ongoing performance management of staff within the service to ensure the continuing development of individual and team performance skills.
- 2.2 Produce and implement training manuals and procedures to ensure all staff have resources and skills to complete tasks to a high standard.
- 2.3 Devise and implement induction programmes for all staff.

3. Budget and Finance

- 3.1 Preparing financial and budgetary reports and statements.
- 3.2 Participating in the development and implementation of strategies to manage unplanned budget variances.
- 3.3 Contributing to the development, analysis and reporting of targets for performance, activity, expenditure and FTE requirements.

4. Customer Care

- 4.1 Ensures a high standard of customer satisfaction is delivered and maintained, including the delivery of all agreed key performance indicators.
- 4.2 Responsible for complaints management and resolution.
Provide a central point of communication for all service users.

5. Communication

- 5.1 Represents the clerical service on hospital committees and liaises with other disciplines to ensure new initiatives are introduced and implemented when required.
- 5.2 Ensure there is effective communication across all levels of staff in the service.
- 5.3 Demonstrates and facilitates adherence to SCGOPHCG and NMHS values and objectives.
- 5.4 Develops appropriate collaborative partnerships with administration and clerical teams across the organisation.
- 5.5 Develops and maintains an awareness of current and emerging issues related to the service workforce.
- 5.6 Provides advice, support and assistance on change management processes, including design and consultation, through to implementation and review.

6. NMHS Governance, Safety and Quality Requirements

- 6.1 Ensures, as far as practicable, the provision of a safe work environment in consultation with staff under their supervision.
- 6.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 6.3 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
- 6.4 Completes mandatory training (including safety and quality training) as relevant to role
- 6.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 6.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act

7. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Substantial supervisory experience in a hospital or healthcare environment.
2. Demonstrated leadership skills and knowledge of contemporary human resource management principles.
3. Demonstrated ability to organise and prioritise tasks and work effectively under pressure.
4. Demonstrated interpersonal skills and ability to effectively communicate with senior departmental officers and members of the general public.
5. Demonstrated analytical and problem solving skills.
6. Demonstrated knowledge of MS Office programs and patient administration systems.
7. Knowledge and understanding of Continuous Quality Improvement principles and their practical application.
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. Knowledge of Medical Terminology.
2. Knowledge of medical record practices and procedures.
3. 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

Name:
Signature/HE:
Date:

Dept./Division Head

Name: Alice Herring
Signature/HE: 52514
Date: January 2020

Position Occupant

Name:
Signature/HE:
Date: