



HSS Registered

Clerical Officer
Health Salaried Officers Agreement: Level G2
Position Number: 102684
City Older Adult Mental Health Service / Service 3
Royal Perth Bentley Group / East Metropolitan Health Service (EMHS)

Reporting Relationships

Program Manager
 HSO G10
 Position Number: 113683



Team Leader
 HSO G8:
 Position Number: 108040



This Position



Directly reporting to this position:

- Nil

Also reporting to this supervisor:

- CNS, 1.0 FTE
- Social Worker P1 x 2 0.5FTE
- Clinical Psychologist 1.0 FTE
- Senior OT 0.5FTE
- OT P1 0.5FTE
- CMHN x 3.0 FTE

Key Responsibilities
 Provides a secretarial and administrative service to City Older Adult Mental Health Service. Provides back up cover for other clerical positions within Royal Perth Bentley Group - Service 3 Mental Health.

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. Secretarial**

- 1.1 Provides a secretarial and clerical service.
- 1.2 Assists the team by providing clerical and administrative support including collation of information, data entry and data collection.
- 1.3 Transcribes correspondence, clinical letters, memoranda, minutes, clinical reports/summaries and presentations from dictation or draft. Proof reads and edits copy for completeness and correctness.
- 1.4 Initiates and prepares meeting agendas. Attends meetings, takes and distributes minutes as necessary.
- 1.5 Performs reception and switchboard duties.
- 1.6 Attends to incoming and outgoing mail.

2. Administrative

- 2.1 Performs data entry as required on departmental systems such as PSOLIS, WebPAS.
- 2.2 Responsible for medical records preparation and medical records management.
- 2.3 Undertakes the entries of accounts and services payments using iProcurement.
- 2.4 Maintains stationary requirements, prepares purchase requisitions and liaises with suppliers as required.
- 2.5 Assists in data entry into HR databases.
- 2.6 Arranges outpatient clinics and subsequent liaison with patients and clinicians.
- 2.7 Supports Level 3 Administration Assistant as required.

3. Other

- 3.1 Provides back up cover to other clerical positions within service 3, when required.

4. EMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Actively participates in the Peak Performance program.
- 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 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.

5. 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 providing secretarial and clerical services.
2. Well-developed interpersonal skills and proven ability to communicate with staff at all levels.
3. Demonstrated ability to maintain confidentiality and use discretion in relaying information.
4. Demonstrated experience in the management of medical records.
5. Demonstrated proficient skills and experience in the use of computer software applications, including MS Office.
6. Proficient keyboard skills and experience with data entry and retrieval.
7. Ability to organise and prioritise tasks, work effectively under pressure and meet deadlines with minimal supervision.
8. Good interpersonal, verbal and written communications skills with strengths in liaising within a team.

Desirable Selection Criteria

1. Knowledge of medical terminology.
2. Knowledge of health databases PSOLIS and WebPAS.
3. Previous experience in hospital/health care environment.
4. 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.

Patricia Plawiak		He14915	24/02/2020
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	March 2020
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