



JOB DESCRIPTION FORM

Section 1 - POSITION IDENTIFICATION

		Position No:	100048
Division:	Kimberley	Title:	Clerical Officer-Client Support
Branch:	Halls Creek Health Service	Classification:	HSO Level G2
Section:	Administration	Award/Agreement:	Health Salaried Officers Agreement

Section 2 - POSITION RELATIONSHIPS

Responsible To	Title:	Director of Nursing - Health Service Manager	Other positions reporting directly to this position:
	Classification:	SRN Level 5	
	Position No:	615924	
↑			
Responsible To	Title:	Support Services Manager - HC	Other positions reporting directly to this position:
	Classification:	HSO Level G4	
	Position No:	100047	
↑			
This Position	Title:	Clerical Officer- Client Support	Other positions reporting directly to this position:
	Classification:	HSO Level G2	
	Position No:	100048	
↑			

Title
Clerical Officer – Client Support – Multiple
Cook – Halls Creek
Cleaner / Laundry Worker - Multiple
All Purpose Orderly – Halls Creek - Multiple

Positions under direct supervision:	← Other positions under control:								
<table border="1" style="width: 100%;"> <tr> <th style="width: 20%;">Position No</th> <th>Title</th> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Position No	Title			<table border="1" style="width: 100%;"> <tr> <th style="width: 60%;">Category</th> <th>Number</th> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Category	Number		
Position No	Title								
Category	Number								

Section 3 - KEY RESPONSIBILITIES

Provides administration and support functions relating to clients and management of Halls Creek Health Service.

TITLE	Clerical Officer – Client Support	POSITION NO	100048
		CLASSIFICATION	HSO Level G2



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 improve care.

WA Country Health Service – KIMBERLEY

28 August 2020

REGISTERED

TITLE	Clerical Officer – Client Support	POSITION NO	100048
		CLASSIFICATION	HSO Level G2

Section 4 - STATEMENT OF DUTIES

Duty No	Details	Freq	%
1	ADMINISTRATION		90
1.1	Provides a reception and telephone service for customers of the Health Service.		
1.2	Organises and distribute appointment schedules and cards of inpatients and out patients.		
1.3	Organise bookings for diagnostic procedures.		
1.4	Sorting and distribution of mail.		
1.5	Maintenance and ordering of stationary supplies.		
1.6	Requests and return all patient related documentation as required.		
1.7	Actively participate in continuous improvement activities and apply quality improvement principles to all duties performed.		
1.8	Contributes towards the delivery of a customer-focused service.		
1.9	Ensures the appropriate storage and maintenance of personnel, recruitment & collection files in accordance with KHR and Public Sector Standard Guidelines.		
1.10	Liaises with Management and staff regarding Criminal Records Screening and Working with Children and other checks as determined by WACHS -Kimberley directives.		
1.11	Maintains confidentiality in relation to patents and staff.		
1.12	Provides a typing service to Medical Practitioners.		
1.13	Provides Clerical assistance to Allied Health Practitioners as required, including reception, typing correspondence and input of client data into the computerised system.		
1.14	Relief of other Clerical Officers positions as required.		
1.15	Record accurate minutes at various meetings as required.		
1.16	Manages Medical records in accordance with the Department of Health's Policies and Protocols.		
1.17	Arrange travel and accommodation for patients and staff as required.		
1.18	Provides accounts payable and receivable for external and internal clients.		
1.19	Maintains filing systems and office records, ensuring that appropriate statistics are recorded.		
1.20	Ensures departmental procedure manuals are updated regularly.		
1.21	Maintains and manages the patient's medical records from admission to discharge.		
1.22	Arrange patient admissions, transfer.		
2	OTHER		10
2.1	Other duties as directed by line manager or their delegate.		

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.

WA Country Health Service – KIMBERLEY

28 August 2020

REGISTERED

TITLE	Clerical Officer – Client Support	POSITION NO	100048
		CLASSIFICATION	HSO Level G2

Section 5 - SELECTION CRITERIA

ESSENTIAL:

- 1 Sound computer skills with experience using Windows, Microsoft Office and various databases
- 2 Proven ability to use initiative, organise and prioritise effectively.
- 3 Well-developed written and verbal communication and interpersonal skills.
- 4 Demonstrated ability to work both independently and as part of a multi-disciplinary team.
- 5 Current C Class driver's license.

DESIRABLE:

- 1 Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.
- 2 Previous experience in health department.

Section 6 - APPOINTMENT FACTORS

Location	Halls Creek	Accommodation	As per WACHS Kimberley policy
Appointment/ Allowances Conditions	Where applicable - District Allowance, Annual Leave Travel Concession, one week additional Annual leave for above the 26 th parallel, air conditioning subsidy. Appointment is subject to: <ul style="list-style-type: none"> • Evidence of a current C Class drivers licence • Provision of the minimum identity proofing requirements • Successful Criminal Record Screening clearance • Successful Pre-Employment Health Assessment • Successful WA Health Integrity Check 		
Specialised equipment operated			

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: ____/____/____

Signature and Date: ____/____/____

**Operations Manager
Kununurra, Wyndham and Halls Creek Health Service**

**Regional Director
WACHS Kimberley**

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

