



# Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

## Clinical Support Officer

### Position details

Position Number: 00014407  
Classification: HSO Level G2  
Agreement: Health Salaried Officers Agreement  
Directorate: Operations - Service Unit 4 - Medical  
Department: Medicine  
Location: Perth Children's Hospital, QEII Campus, Nedlands

### Reporting relationships

This position reports to:

00014242                      Administrative Coordinator                      G4

Positions under direct supervision:

### Key Responsibility

Provides a high level, comprehensive and confidential administrative and secretarial service to the clinical department/ward and Clinical Nurse Manager.

## About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

### CAHS is made up of four service streams:

- **Neonatology:** Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants in Western Australia.
- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

## Our vision

### Healthy kids, healthy communities

Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

## Our objectives



Care for children, young people and families



Provide high-value healthcare



Collaborate with our key support partners



Value and respect our people



Promote teaching, training and research

## Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:

### Compassion

I treat others with empathy and kindness

### Excellence

I take pride in what I do, strive to learn and ensure exceptional service every time

### Collaboration

I work together with others to learn and continuously improve our service

### Accountability

I take responsibility for my actions and do what I say I will

### Equity

I am inclusive, respect diversity and aim to overcome disadvantage

### Respect

I value others and treat others as I wish to be treated

## Summary of accountabilities

### 1. Support to Clinical Nurse Manager for function of designated clinical area

- Provides confidential administrative/secretarial support to allocated Clinical Nurse Manager (CNM) and ward area or relevant clinical department.
- Prepares draft correspondence on a wide range of issues for approval (including Briefing Notes, Formal Complaints and Ministerials).
- Assists CNM with specific projects and policy documentation including impress, quality improvements and audits.
- Liaises with Health Support Services regarding rostering issues and prepares relevant documentation regarding employment of staff (including recruitment paperwork, contracts and payroll or leave queries).
- On the direction of the CNM, undertakes tasks relating to budgetary matters including electronic ordering and payment of invoices via i-Procurement, consumables, control and purchase equipment receipts.
- Utilises various systems to provide data and reports including nursing hours per patient day reports, budgets, Western Australian Emergency Access Target (WEAT), Western Australian Elective Services Target (WEST) reports, payroll costing, bed occupancy, Working with Children and sick leave.
- Creates, monitors and maintains RoStar data entry to ensure Ward staff roster are correct.
- Monitors reports on nursing registration and notifies the managers of variances.

### 2. Support to team

- Prepares agendas, acts as minute secretary and provides comprehensive administrative support to ward based committees.
- Liaises with Facilities Management regarding repairs to the infrastructure and equipment by utilising Agility.
- Manages confidential filing systems and administrative records in line with appropriate legislation, policies and procedures.
- Files and retrieves information as required ensuring the security of confidential documents.
- Provides basic computer training and support for clinicians and administration staff.

### 3. CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct, the CAHS Vision and CAHS Values of Compassion, Collaboration, Accountability, Respect, Excellence and Equity.
- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.

- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

## Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

### Essential selection criteria

1. Previous experience in an administrative and/or secretarial support service environment for a large complex organisation.
2. Highly developed verbal, written and interpersonal communication skills with the ability to liaise and engage with a range of internal and external stakeholders.
3. Well-developed computer literacy with highly developed experience in the MSOffice suite of applications, databases, rostering and data extraction.
4. Excellent time management and organisational skills including the ability to meet strict deadlines.
5. Demonstrated ability to work as part of a multidisciplinary team.

### Desirable selection criteria

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

### Appointment to this position is subject to the following:

- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

## Certification

Created on	Last Reviewed	HSS Registered
Insert date	Insert date	12/04/2020

I verify that the details in this document are an accurate reflection of the requirements of the position.

\_\_\_\_\_  
Manager / Supervisor

\_\_\_\_\_  
Signature or HE Number

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Occupant Name

\_\_\_\_\_  
Signature or HE Number

\_\_\_\_\_  
Date