



HSS REGISTERED

Clerical Officer

Health Salaried Officers Agreement: Level G-1/2

Position Number: 103226, 103227

Health Technology Management Unit / Corporate Services & Contract Management
East Metropolitan Health Service (EMHS)

Reporting Relationships

Area Director
Award Level: HSO G13
Position Number: 103229



Administrative Assistant
Award Level: HSO G-4
Position Number: 103224



This Position



Directly reporting to this position:

Title	Classification	FTE
• Nil		
•		



Also reporting to this supervisor:

- Clerical Officer, Level HSO G-2, 0.4FTE
- Clerical Officer, Level HSO G-2, 1 FTE

Key Responsibilities

Provides reception, clerical and administrative support to Health Technology Management Unit across Royal Perth Hospital and Fiona Stanley Hospital.

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. Clerical / Administrative

- 1.1 Undertakes Departmental reception duties, telephone interception and liaison duties as well as escorting patients and visitors to appropriate areas.
- 1.2 Contacts patients on behalf of the Department, using hospital corporate systems.
- 1.3 Processes outgoing invoices on behalf of the Department.
- 1.4 Processes documents, enters data, produces reports and answers queries related to corporate systems.
- 1.5 General typing duties as required.
- 1.6 Files and maintains patient reports and general correspondence for the Department.
- 1.7 Receives and distributes Departmental mail.
- 1.8 Processes incoming and outgoing deliveries for the Department.
- 1.9 Maintains stationery, kitchen and consumables for the Department.
- 1.10 Maintains Departmental Library and liaises with the Hospital library.
- 1.11 Enters service calls on Hospital systems on behalf of staff.
- 1.12 Interacts with Human Resources officers in relation to staff employment matters.
- 1.13 Interacts with Payroll officers in relation to staff employment matters.
- 1.14 Assists with maintaining documents and procedures in accordance with the department's ISO quality system.
- 1.15 Performs specified duties as assigned by the Administrative Assistant.

2. EMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Actively participates in the Peak Performance program.
- 2.3 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
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 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.

3. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Demonstrated accurate keyboard and data entry skills.
2. Previous reception, clerical and office experience.
3. Well-developed interpersonal and communication skills, both oral and written.
4. Demonstrated ability to work effectively in a team environment to meet schedules.
5. Demonstrated ability to work unsupervised and organise work to meet schedules.
6. Relevant experience in the use of office computer systems including word processing, spreadsheets and data input.

Desirable Selection Criteria

1. Experience in a hospital / health care environment.
2. Experience in the use of WA Health Corporate systems.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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.

G Pelemis	He80727	08/10/2021
Manager / Supervisor Name	Signature or	HE Number Date
A Campbell	He14895	08/10/2021
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	October 2021
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