



HSS Registered

After Hours Clerical Supervisor

WA Health – Health Services Union – PACTS - Industrial Agreement: Level G4

Position Number: 112858

Health Information Management Service

Armadale Health Service

Reporting Relationships

Manager Health Information Management Service
HSU Level G7
Position Number: 005199



Clerical Resource Coordinator
HSU Level G5
Position Number: 113327



This Position



Reporting to this position:

Title	Classification	<u>FTE</u>
• Nil		

← Also reporting to this supervisor:

- Various

Key Responsibilities

This supervisory and leadership role coordinates the after-hours operations of the Health Information Management Service provided by clerical staff in Emergency, Ward, Reception, Outpatient, Medical Records and COVID services, including liaising with internal and external customers to ensure service meets hospital and departmental needs.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refer 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

1. Health Information Management Requirements

- 1.1 Responsible for managing all aspects of a customer focussed service provided by the Health Information Management Service after hours. Coordinates all clerical activities after hours including liaising and negotiation with internal and external customers to ensure services meet Hospital and Departmental needs.
- 1.2 Liaise with afterhours Medical, Nursing and Allied Health staff regarding clerical staffing levels and performance, medical records, webPAS and general patient enquiries
- 1.3 Supervise operational activities on shift to ensure that an efficient and effective service is provided including monitoring staff performance and assessing clerical workloads.
- 1.4 Receive and resolve all afterhours staffing and workplace issues including Downtime, OSH, CHOIR investigation, equipment maintenance, fault finding, problem solving etc.
- 1.5 Liaise with Coordinators daily regarding handover of issues and follow up as required. Provide handover of same.
- 1.6 Authorise, verify, monitor and maintain Rostar to ensure authorised changes are correct and timely. Assist Coordinators with generation and maintenance of rosters as required.
- 1.7 Undertake Private Patient Liaison rounds on weekends and distribute vouchers and newspapers. Follow up claim type documents and queries as required.
- 1.8 Undertake training, education and performance development reviews for after-hours staff. Follow up outstanding mandatory training requirements.
- 1.9 Responsible for monitoring and ensuring staff are adhering to policies and procedures. Undertake quality audits as required.
- 1.10 Participate in disciplinary matters in conjunction with Clerical Coordinators.
- 1.11 Participate in the planning, development and implementation of continuous improvement activities with the Health Information Management Service.

2. EMHS Governance, Safety and Quality Requirements

- 2.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 2.2 Actively participates in the Peak Performance program.
- 2.3 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.
- 2.4 Adheres to the performance framework for procurement and contract management and oversees and promotes to other staff this process and function in accordance with EMHS Policy and the Delegations and Authorisations Schedule.
- 2.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.6 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.

