



### **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

Nil

Classification

FTE

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.

# After Hours Clerical Supervisor | Level G4 | Position Number:112858

### **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.
- 1.10Participate in disciplinary matters in conjunction with Clerical Coordinators.
- 1.11Participate 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.
- 2.2Actively 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.
- 2.4Adheres 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.

# **Work Related Requirements**

#### **Essential Selection Criteria**

- 1. Demonstrated experience in the supervision and leadership of clerical staff in a healthcare environment.
- 2. Demonstrated high level interpersonal, verbal and written communication skills including the ability to liaise effectively with internal and external customers.
- 3. Demonstrated high level organisational skills and ability to problem solve and recommend solutions.
- 4. Demonstrated ability to work unsupervised and in a team environment.
- 5. Demonstrated ability to work under pressure, adapt to rapidly changing situations and priorities.
- 6. Demonstrated experience in the use of Patient Administration Systems (ie: WebPAS) and rostering systems (ie: Rostar) and relevant awards.
- 7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

#### **Desirable Selection Criteria**

- 1. Demonstrated knowledge and understanding of Human Resource Management principles, Public Sector Standards.
- 2. Involvement in working with continuous quality improvement systems and commitment to quality improvement activities.

### **Appointment Prerequisites**

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out childrelated work in Western Australia.
- 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 do responsibilities and other requi				ne duties,
Tanya Miocevich			He06266	25/10/2021
Manager / Supervisor	Signature	or	HE Number	Date
Dept. / Division Head Name	Signature	or	HE Number	Date
As Occupant of the position I had other requirements as detailed			ent of duties, resp	onsibilities and
Occupant Name	Signature	or	HE Number	Date
Effective Date				
HCN Registration Details (to be	completed by	HSS)		
Created on	Last Updated on 01/12/2021			