



HSS Registered

Clerical Support – Casual Pool - AKMH

Health Salaried Officers Agreement: HSO Level G1/2

Position Number: 005691

Health Information Management Service

Armadale Health Service / East Metropolitan Health Service (EMHS)

Reporting Relationships

Manager Health Information & Clerical Services

HSO Level G7

Position Number: 005199



Clerical Resources Coordinator – ED and Communications

HSO Level G5

Position Number: 113327



This Position



Directly reporting to this position:

Title	Classification	FTE
Nil		



Also reporting to this supervisor:

- Various HSO positions

Key Responsibilities

Provides short term relief cover for clerical positions within Armadale Health Service. Undertakes all clerical functions relating to the specific position in order to maintain functionality and service provision.

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)

1.1 Administration

- 1.2 Provides relief cover as required for clerical positions within Armadale Health Service.
- 1.3 Undertakes all duties and responsibilities of the specific position as described on the relevant job description form.
- 1.4 Provide a customer focused service to all clients of the Armadale Health Service.
- 1.5 Participates in team meetings.
- 1.6 Performs duties in accordance with relevant Occupational Safety and Health and Equal Opportunity Legislation.
- 1.7 Performs duties in accordance with Government, WA Health, South Metropolitan Area Health Service and Departmental / Program Specific Policies and Procedures.
- 1.8 Participates in a continuous process to monitor, evaluate and develop services and performance.

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

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Previous experience working within a clerical environment.
2. Previous experience in the use of personal computer software applications, including word processing and data entry.
3. Demonstrated high level of interpersonal and communication skills in both verbal and written.
4. Demonstrated initiative and flexibility to undertake duties with minimum supervision.
5. Ability to adapt to a changing environment.
6. Demonstrated ability to work under pressure.
7. Ability to maintain confidentiality.

Desirable Selection Criteria

1. Previous experience with computerised patient information systems. (ie TOPAS/WebPAS).
2. Knowledge of medical records procedures.
3. Knowledge of medical terminology.
4. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia. Completion of 100 point identification check.
- 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 document are an accurate statement of the duties, responsibilities and other requirements of the position.

Naomi Sopi		He21616	April 2018
Manager / Supervisor Name	Signature or	HE Number	Date
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	Insert date	Last Updated on	August 2020
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