



HSS Registered

Clerical Coordinator Inpatient

Health Salaried Officers Agreement: G5

Position Number: 603214

Health Information Management Service

Armadale Kalamunda Group / East Metropolitan Health Service

Reporting Relationships

Director Corporate Operations, Finance and Performance
HSO Level G11
Position Number: TBA



Manager Patient Information & Clerical Services
HSO Level G7
Position Number: 005199



This Position



Directly reporting to this position:

Title	Classification	FTE
Ward Clerks	HSO Level G2	18.35
Theatre Clerks	HSO Level G2	2.0
Relief Clerks	HSO Level G2	3.0

- Also reporting to this supervisor:
- Coordinator Medical Record Service HSO Level G5
 - Coordinator Outpatient Clerical HSO Level G5
 - Coordinator ED and Reception Clerical HSO Level G5
 - Coordinator Mental Health Clerical HSO Level G5
 - System Trainer and Administrator HSO Level G5

Key Responsibilities

Coordinates the daily management of staff under direct supervision to ensure an efficient and effective service is provided. Ensures data collection, medical record maintenance, clerical procedures relevant to Inpatient and Theatre Services are of a high standard and comply with DOH and Health Service requirements.

Brief Summary of Duties (in order of importance)

1. Health Information Management

- 1.1. Coordinates and supervises daily management of clerical support provided to Inpatient and Theatre Services including liaising and negotiation with internal and external customers to ensure patient, hospital and service needs are met.
- 1.2. Responsible for ensuring the delivery of a professional customer focused clerical service.
- 1.3. Responsible for ensuring staff under supervision adhere to procedures and policies relevant to inpatient and theatre services (i.e.: data collection, medical record maintenance and customer service).
- 1.4. Identifies and resolves issues affecting areas of responsibility, including workload.
- 1.5. Actively reviews and maintains departmental policies and procedures.
- 1.6. Conducts meetings for staff under supervision and represents HIMS at internal and external meetings.
- 1.7. Provides a comprehensive consultancy advice to departmental and external personnel relevant to Inpatient and Theatre Services.

2. Human Resource Management

- 2.1. Prepares staff rosters, manages clerical FTE and staffing levels to ensure an effective and efficient clerical service is provided at all times.
- 2.2. Plans and coordinates training and development for all clerical staff under supervision ensuring effective clerical relief.
- 2.3. Supervises and monitors staff performance including staff disciplinary issues.
- 2.4. Authorises, verifies, monitors and maintains human resource management, payroll systems information. Submits HR forms to Manager, Health Information Manager Service (HIMS).
- 2.5. Coordinate contracts, recruitment, selection and appointment for positions under supervision in accordance with Public Sector Standards.
- 2.6. Manages and coordinates for area under control all leave requests, leave liability and ensures appropriate backfill.
- 2.7. Liaises with HIMS Manager and Human Resources on human resource management and industrial relations issues.

3. EMHS Governance, Safety and Quality Requirements

- 3.1. Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2. Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3. 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.
- 3.4. Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5. Performs duties in accordance with Government, WA Health, East Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6. Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

4. Undertakes other duties as directed

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in management and supervision of clerical staff in a healthcare environment.
2. Demonstrated high level communication and interpersonal skills including negotiation and conflict resolution.
3. Demonstrated ability to work both unsupervised and in a team environment.
4. Well-developed organisation skills and ability to problem solve and recommend solutions.
5. Working knowledge and experience in the use of rostering systems (i.e.: RoStar) and Patient Administration Systems (i.e.: TOPAS/WEBPAS).
6. Demonstrated knowledge and understanding of Human Resource Management principles, Public Sector Standards and relevant awards.
7. Demonstrated knowledge of quality improvement principles and ability to develop and implement quality and process improvement initiatives.
8. 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. Eligibility for full membership to the Health Information Management Association of Australia.
2. Knowledge of statutory requirements and standards relating to the Freedom of Information Act (1992).
3. Demonstrated ability to provide a customer focused service.

Appointment Prerequisites

Appointment is subject to:

- 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		HE61616	20/11/2016
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	Last Updated on	August 2018
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