



**HSS Registered**

**Clerical Support Officer**  
**Health Salaried Officers Agreement: Level G2**  
**Position Number: 104599**  
**City East Community Mental Health / Mental Health Division**  
**Royal Perth Hospital / East Metropolitan Health Service (EMHS)**

**Reporting Relationships**

CTT Team Leader  
 Award Level: HSU G8  
 Position Number: 603642



Administrative Assistant  
 Award Level: HSU G3  
 Position Number:



**This Position**



Directly reporting to this position: NIL

Also reporting to this supervisor:  
 • NIL



**Key Responsibilities**  
 Provides outpatient clinic reception, appointment scheduling, clinical data entry, communication with consumers/carers/clinicians and other clinical administrative and office duties to enable day to day running of our Community Mental Health Service.

## 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.



Royal Perth Hospital staff share a strong sense of pride in the longstanding principles of Servio, Latin for 'to serve' which adorns our historic crest. The principles of this statement, adopted in 1937 bear testimony to the longstanding tradition of excellence in service that we strive to perpetuate into the future.

## Brief Summary of Duties (in order of importance)

### 1. Reception and Clerical Duties

- 1.1 Facilitate day to day running of the Clinic/s using different clinical administration systems such as WebPAS and PSOLIS. (PAS)
- 1.2 Schedule appointments as directed by all Health Clinicians
- 1.3 Answering telephone, managing incoming calls and transferring calls as required, taking and delivering messages.
- 1.4 Responsible for requesting/returning medical records and other documents.
- 1.5 Prepare medical records for clinics and file required documents within the records.
- 1.6 Send, receive and disseminate mail, fax and electronic communications as required.

### 2. Customer Service

- 2.1 Liaising with consumers/family/carers attending clinics and assisting with their enquiries.
- 2.2 Communicating with consumers/family/carers regarding appointments via telephone or other methods.

### 3. Other

- 3.1 Attend departmental meetings and record agenda/minutes as required.
- 3.2 Assist in preparing departmental documentation including typing, photocopying, scanning and faxing.
- 3.3 Completes other clerical tasks as directed.

### 4. EMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Actively participates in the Peak Performance program.
- 4.3 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.4 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.

### 5. 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. Demonstrated experience in the provision of clerical support.
2. Demonstrated proficient skills and experience in the use of computer software applications, including MS Office.
3. Proficient keyboard skills and experience with data entry and retrieval.
4. Good interpersonal, verbal and written communications skills with strengths in liaising within a team.
5. Demonstrated organisational skills including the ability to complete a variety of tasks whilst meeting a range of deadlines with minimal supervision.
6. Demonstrated ability to maintain confidentiality.

### Desirable Selection Criteria

1. Previous secretarial and clerical experience in a health care environment.
2. Experience using patient administration systems such as WebPAS and PSOLIS.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### 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

<b>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.</b>				
<b>Dee Uva Segade</b>	<i>Dubraska Uva Segade</i>	<b>207755</b>	<b>03/03/2023</b>	
<b>Manager / Supervisor</b>	<b>Signature</b>	<b>or</b>	<b>HE Number</b>	<b>Date</b>
<b>Dept. / Division Head Name</b>	<b>Signature</b>	<b>or</b>	<b>HE Number</b>	<b>Date</b>
<b>As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.</b>				
<b>Occupant Name</b>	<b>Signature</b>	<b>or</b>	<b>HE Number</b>	<b>Date</b>
<b>Effective Date</b>				
<b>HCN Registration Details (to be completed by HSS)</b>				
<b>Created on</b>		<b>Last Updated on</b>	March 2023	