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|  | Position DescriptionAll Calvary ServicesVersion:3.0 |

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| **Position Title:** | Clinical Support Officer (CSO)  |
| **Position Number:** |  | **Cost Centre:** | 1023 |
| **Site/Facility:** | Calvary Mater Newcastle |
| **Department:** | 5A medical and CCU  |
| **Enterprise Agreement:** | The Named NSW (Non-Declared) Affiliated Health Organisation’s Health Employees Agreement |
| **Classification:** | Administrative Officer, Clinical  |
| **Reports To:** | Nursing Unit Managers – 5A and CCU |
| **Date of Preparation:** | October 2024 | **Date Updated:** |  |
| **Pre-Employment Screening Checks:**  | National Criminal Record Check (NCRC) required. |
| **Infection Control Risk Category:** | Category A (Contact with clients or contact with blood, body substances or infectious material). |
| **Primary Purpose** |
| Within the framework of the mission, vision, values, philosophy and policies of Sisters of the Little Company of Mary, the Clinical Support Officer is responsible for providing timely and accurate administrative/transactional services for members of the health care team on designated ward(s)/unit(s) under the direction of a Nurse Unit Manager. The CSO will work under broad supervision but will be required to take some independent action. Scope exists for exercising initiative in the application of established work practices and procedures. Decisions affecting the overall functioning and management of the ward/unit remain the responsibility of the Nurse Unit Manager. |
| Organisational Environment |
| At LCM Health Care our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.Our Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
* Participate in and support the Hospital’s Quality Improvement and Accreditation programmes
* Demonstrated an understanding of risk management processes and systems

***Administrative Procedures:**** Data entry for unit rosters into relevant IT systems
* Regularly update the roster in line with any approved changes i.e. sick leave, etc.
* Enter information onto HR IT system once approved.
* Where appropriate, participate in data entry activities that relate to patient care activities and support any member of the health care team.
* Assist the Nurse Unit Manager in producing reports on finance and quality parameters/indicators.
* Support and participate in the administrative aspects of activities such as numerical profiling, quality accreditation processes and incident management.
* Undertake administrative tasks related to meetings that are held in the department involving medical, nursing and allied health staff e.g. scheduling, ensuring all relevant documents are available for the meeting and progression of action items where appropriate.
* Organising travel and accommodation for ward/unit staff when required.
* Other general administration tasks to support the health care team.
* Ensure the ward/unit has adequate stock of medical supplies and equipment required by staff to perform their day to day duties in delivery of patient care.
* Activities related to the purchase and receipt of new equipment for the ward/unit and equipment maintenance.
* Uniform ordering.
* Assist the Nurse Unit Manager with workforce matters including rostering, recruitment, leave and payroll. Tasks in this regard may include:
* Liaising with Health Support Services to clarify pay and leave enquiries.
* Maintaining a staff credentialing register.
* Monitoring staff registration and enrolment.
* Tasks as directed to support the recruitment of staff to the department.
* Administrative activities related to the management of performance reviews for staff that the Nursing/Midwifery Unit Manager and other ward based medical and allied health staff line manage within the unit.
* Assisting with the replacement of staff as directed by the Nurse Unit Manager.

***Communication:**** Completes work in accordance with identified timeframes and deadlines.
* Delivers a high quality clinical support service.
* Establishes and maintains effective working relationships with staff at all levels

***Decision making:**** Regularly reassesses work practices and workflow and implements improvements independently.

***Challenges:**** Able to prioritise and meet the demands of the unit.
* Able to grasp and operate a wide variety of IT systems

***Personal and professional conduct:**** Identifies own learning needs.
* Seeks learning opportunities relevant to identified needs.
* Accesses appropriate resources to enhance skills and knowledge.
* Conduct reflects the mission and values of the Sisters of the Little Company of Mary.
* Acts in accordance within profession’s code of ethics and to professional standards
* Confidentiality is maintained
* Protects the rights of staff and patients whilst respecting their values, customs and spiritual beliefs

***Team Participation:**** Maintains harmonious relations with hospital staff by behaving in a professional manner and displaying a non-confrontational manner.
* Takes appropriate action to meet needs of unit.
* Assist others when help is required.
* Demonstrated flexibility that meets changing needs of unit or work environment.

***WH&S Responsibilities:**** Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
 |
| **Key Relationships** |
| Internal: | * Nursing Unit Manager
* Clinical and non-clinical team members
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| External: | * Patients family & carers
* Visitors
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| **Position Impact** |
| Direct Reports: | * Nil
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| Budget: | * Nil
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|  **Essential*** Ability to exercise discretion and confidentiality as appropriate for this position.
* Excellent communication and interpersonal skills.
* High level of computer literacy in a Windows environment including demonstrated experience in word processing, spreadsheet and database software.
* Strong Organisation skills and ability to meet deadlines.
* Capacity to work under broad supervision and to undertake a diverse range of tasks as an effective member of a team in a high pressure, high volume work environment.
* Ability to roster staff in the event of sick leave etc.
* Ability to develop strong working relationships.
* Commitment to the philosophy, mission and values of Little Company of Mary Health Care as it applies to the Hospital and the ability and desire to uphold these principles.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |

Job Demands Frequency Checklist

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| **Job Demands Frequency Key** |
| **I** | Infrequent - intermittent activity exists for a short time on a very infrequent basis |
| **O** | Occasional - activity exists up to 1/3 of the time when performing the job |
| **F** | Frequent - activity exists between 1/3 and 2/3 of the time when performing the job |
| **C** | Constant - activity exists for more than 2/3 of the time when performing the job |
| **R** | Repetitive - activity involves repetitive movements |
| **N** | Not Applicable - activity is not required to perform the job |

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| **Physical Demands Description** | **Frequency**  |
| **I** | **O** | **F** | **C** | **R** | **N** |
| **Sitting** - Remaining in a seated position to perform tasks – eg required for client interviews |  |  | **X** |  |  |  |
| **Standing** - Remaining standing without moving about to perform tasks |  |  | **X** |  |  |  |
| **Walking** - Floor type: even / uneven / slippery, indoors / outdoors, slopes - eg walking between Lorna house and the main hospital via covered walkway |  |  | **X** |  |  |  |
| **Running** - Floor type: even / uneven / slippery, indoors / outdoors, slopes |  |  |  |  |  | **X** |
| **Bend / Lean Forward from Waist** - Forward bending from the waist to perform tasks |  | **X** |  |  |  |  |
| **Trunk Twisting** - Turning from the waist while sitting or standing to perform tasks |  |  | **X** |  |  |  |
| **Kneeling** - Remaining in a kneeling posture to perform tasks | **X** |  |  |  |  |  |
| **Squatting / Crouching** - Adopting a squatting or crouching posture to perform tasks | **X** |  |  |  |  |  |
| **Leg / Foot Movement** - Use of leg and / or foot to operate machinery |  |  |  |  |  | **X** |
| **Climbing (stairs / ladders)** - Ascend / descend stairs, ladders, and steps – eg if using fire stairs |  |  | **X** |  |  |  |
| **Lifting / Carrying** - Light lifting and carrying - 0-9 kg – eg notepad / book / clipboard and required writing implements |  |  | **X** |  |  |  |
| **Lifting / Carrying** - Moderate lifting and carrying - 10-15 kg |  | **X** |  |  |  |  |
| **Lifting / Carrying** - Heavy lifting and carrying - 16kg and above |  |  |  |  |  | **X** |
| **Reaching** - Arms fully extended forward or raised above shoulder | **X** |  |  |  |  |  |
| **Pushing / Pulling / Restraining** - Using force to hold / restrain or move objects toward or away from the body |  |  | **X** |  |  |  |
| **Head / Neck Postures** - Holding head in a position other than neutral (facing forward) |  | **X** |  |  |  |  |
| **Hand and Arm Movements** - Repetitive movements of hands and arms – eg report writing |  |  | **X** |  |  |  |
| **Grasping / Fine Manipulation** - Gripping, holding, clasping with fingers or hands eg report writing |  |  | **X** |  |  |  |
| **Work At Heights** - Using ladders, footstools, scaffolding, or other objects to perform work |  |  |  |  |  | **X** |
| **Driving** - Operating any motor powered vehicle |  |  |  |  |  | **X** |

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| **Sensory Demands Description** | **Frequency**  |
| **I** | **O** | **F** | **C** | **R** | **N** |
| **Sight** - Use of sight is an integral part of work performance eg viewing of X-Rays, computer screens – eg patient / client observation |  |  | **X** |  |  |  |
| **Hearing** - Use of hearing is an integral part of work performance eg telephone enquiries, answering of telephones |  |  | **X** |  |  |  |
| **Smell** - Use of smell is an integral part of work performance eg working with chemicals |  |  |  |  |  | **X** |
| **Taste** - Use of taste is an integral part of work performance eg food preparation |  |  |  |  |  | **X** |
| **Touch** - Use of touch is an integral part of work performance |  |  | **X** |  |  |  |
| **Psychosocial Demands Description** | **Frequency**  |
| **I** | **O** | **F** | **C** | **R** | **N** |
| **Distressed People** – eg emergency or grief situations | **X** |  |  |  |  |  |
| **Aggressive and Uncooperative People** - eg drug / alcohol, dementia, mental illness | **X** |  |  |  |  |  |
| **Unpredictable People** – eg dementia, mental illness, head injuries |  | **X** |  |  |  |  |
| **Restraining** - involvement in physical containment of patients / clients |  |  |  |  |  | **X** |
| **Exposure to Distressing Situations** – eg child abuse, viewing dead / mutilated bodies |  |  |  |  |  | **X** |
| **Environmental Demands Description** | **Frequency**  |
| **I** | **O** | **F** | **C** | **R** | **N** |
| **Dust** - Exposure to atmospheric dust – eg from building site |  |  |  |  |  | **X** |
| **Gases** - Working with explosive or flammable gases requiring precautionary measures |  |  |  |  |  | **X** |
| **Fumes** - Exposure to noxious or toxic fumes |  |  |  |  |  | **X** |
| **Liquids** - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE |  |  |  |  |  | **X** |
| **Hazardous substances** - eg dry chemicals and glues |  |  |  |  |  | **X** |
| **Noise** - Environmental / background noise necessitates people raise their voice to be heard |  | **X** |  |  |  |  |
| **Inadequate Lighting** - Risk of trips, falls or eyestrain |  |  |  |  |  | **X** |
| **Sunlight** - Risk of sunburn exists from spending more than 10 minutes per day in sunlight – eg walking from Lorna house to main hospital building |  | **X** |  |  |  |  |
| **Extreme Temperatures** - Environmental temperatures are less than 15C or more than 35C – eg walking from Hospice to main hospital building | **X** |  |  |  |  |  |
| **Confined Spaces** - Areas where only one egress (escape route) exists |  |  |  |  |  | **X** |
| **Slippery or Uneven Surfaces** - Greasy or wet floor surfaces, ramps, uneven ground – eg covered / enclosed walkway |  | **X** |  |  |  |  |
| **Inadequate Housekeeping** - Obstructions to walkways and work areas cause trips and falls |  |  |  |  |  | **X** |
| **Working At Heights** - Ladders / stepladders / scaffolding are required to perform tasks |  |  |  |  |  | **X** |
| **Biological Hazards** - eg exposure to body fluids, bacteria, infectious diseases – eg inpatients and outpatients |  |  |  |  |  | **X** |

It is important to ensure that you can perform the position safely.

I have read and understood the physical requirements of the position as indicated in the Job Demands Frequency Checklist.

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NAME SIGNATURE DATE