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|  | Position DescriptionAll Calvary ServicesVersion:3.1 |

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| **Position Title:** | Administrative Officer Level 3 |
| **Position Number:** |  | **Cost Centre:** | R1500 |
| **Site/Facility:** | Calvary Mater Newcastle |
| **Department:** | Clinical Information Department |
| **Enterprise Agreement:** | The Named NSW (Non-Declared) Affiliated Health Organisations’ Health Employees Agreement |
| **Classification:** | RA031-RA032 |
| **Reports To:** | Clinical Information Department Supervisor |
| **Date of Preparation:** | September 2022 | **Date Updated:** | July 2023 |
| **Pre-Employment Screening Checks:**  | National Criminal Record Check (NCRC) required only |
| **Infection Control Risk Category:** | Category B (No contact with clients, blood and body substances and who are not deployed to clinical areas). |
| **Primary Purpose** |
| The Administrative Officer is a valued member of the busy Calvary Mater Newcastle Clinical Information Department. Staff provide efficient and effective medical record administrative and scanning services to the Hospital. These roles support front line patient services, quality record management and processing, and are required to learn and work with multiple electronic systems and medical record formats including the paper medical record, clinical information systems, microfilmed and scanned medical records. Staff are required to complete their work accurately and within required timeframes, whilst always maintaining strict patient privacy and the confidentiality of all business information. Staff may be required to rotate across different positions in the department and will need to become skilled in multiple areas of functioning. All staff are required to follow predefined procedures for their work, to work in harmony with their colleagues and manager, and seek assistance when required. |
| 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. The Calvary Mater Newcastle is an Acute Tertiary Referral Hospital treating on an annual basis more than17,000 admissions, 300,000 outpatients and 35,000 emergency patients. Specialities included Medical, Surgical, Medical Oncology, Radiation Oncology, Haematology, Drug and Alcohol, Clinical Toxicology, and Palliative Care. The Hospital has a busy Emergency Department, Intensive Care and Coronary Care Units, and an active Patient Care Quality Committee. |

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| Accountabilities and Key Result Areas |
| **Administration:*** Assist in providing comprehensive administrative and records management support services which ensure the availability of complete medical records in paper, electronic and other formats for clinical care, medicolegal, clinical coding, management, research, audit and other approved purposes.
* Ensure accurate and timely data entry into the iPM Patient Administration System ensuring including for the tracking of medical records and volumes in accordance with procedures.
* Use multiple and complex systems proficiently to complete work. These include iPM, ARIA Medical Oncology/Haematology/Palliative Care/Psycho Oncology/Melanoma Unit, the ARIA Radiation Oncology system, the DMR Digital Medical Record (new), REDMAP Scanning Server, Microfilmed CARBase system, CAP Clinical Application Portal and Offsite records management system to routinely complete high volume workload.
* Ensuring that documentation from the most recent episodes of care are available and collated in a timely manner to support DMR scanning.
* Identify prior medical records (in any format) and locate those able to be scanned so that these can be added to DMR where patients have represented to the hospital after ‘go live’ date.
* Preparation, scanning and quality assurance of medical records for DMR.
* Auditing and culling of the paper medical records and documents which have been scanned into DMR and retained for the required retention timeframe.
* Is able to competently undertake any AO3 position in the department and be available for backfill at short notice and to provide assistance in other areas when required.
* Able to undertake a high volume, physically demanding workload and be available to assist others when required.
* Patient confidentiality is protected at all times and known methods for achieving this are implemented at all times. Privacy principles are upheld in all work related matters.
* Split large medical records as per documented procedures. Volumes procedures are complex and must be completed accurately.
* Activity statistics are accurately compiled on a daily basis and submitted weekly to the Manager.
* Complete work in accordance with identified timeframes and deadlines.
* Seek Manager or more senior staff input if required to confirm procedures.
* Establish and maintain effective working relationships with staff at all levels.
* Other duties as determined by Clinical Information Department Supervisor or their delegate.

***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and other appropriate policies and guidelines.
* Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of hospitality, healing, stewardship and respect.
* Participate in and support the Hospital’s Quality Improvement and Accreditation programmes.
* Demonstrate an understanding of risk management processes and systems and adhere to these.
* Effective team work and ability to function within a multidisciplinary team while maintaining harmonious relations with hospital staff in a respectful and non–confrontational way.
* Use of effective written and verbal communication skills appropriate to intended audience and situation, ensuring professionalism and maintenance of confidentiality and use of appropriate discretion and demonstrating impartiality, objectivity and accuracy.
* Works proficiently in periods of high demand and priorities tasks and seeks Supervisor input when needed.

***Excellence in Care:*** * Patient records are maintained and secured at all times. Privacy of patient personal information is protected at all times.
* Present and project a positive and professional image in all interactions with team, staff, volunteers, patients, and visitors as demonstrated by being honest, clear, timely, empathetic and appropriate.
* Able to perform duties with minimal supervision, take initiative , use of sound judgement and decision making processes such as time management and work flow prioritisation.
* Demonstrate flexibility that meets the changing needs of the department and work environment.
* Attend to duties in a timely manner, complete work in accordance with identified timeframes and deadlines.
* Perform other duties appropriate at the level of responsibilities adhering to Clinical Information Department and wider service requirements.

***Service Development & Innovation:**** Participate in quality and continuous improvement activities and accreditation processes as required.
* Maintain an effective personal and professional development plan, seeking learning opportunities relevant to learning needs and accessing appropriate resources to enhance skills and knowledge.
* Complete all essential in-service training as required in a timely manner.
* Review work practices to determine the most efficient method of work and discuss with Clinical Information Department Supervisor, ideas for development.
* Regular performance discussions and a formal annual review are conducted with Clinical Information Department Supervisor.

***Wise Stewardship:**** Demonstrate professional integrity, work ethic including reliability and punctuality, acceptance of responsibility, enthusiasm and motivation, professional presentation and courtesy.
* Being mindful and responsible use of hospital resources and technology, by efficient and effective management.
* Continually strive for excellence.
* Maintain manner that is courteous, punctual and professional.
* Assist others when needed.

***Community Engagement:**** Represent CMN in a professional, positive and responsive manner in all dealings and contact with internal and external stakeholders.
* Maintains harmonious relations with staff in all areas.
* Maintain a high quality level of customer focused service.
* Actively participates in meetings as required.
* Be involved in Mission celebrations and community engagement events as appropriate.

***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).
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| **Key Relationships** |
| Internal: | * CID Supervisor and Senior Administrative Officer
* CID Team Members, Health Information Services and Coding Team
* Manager HIS & ICT Services
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| External: | * Other departments of the hospital as appropriate to role
* Visitors requiring directions
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| **Position Impact** |
| Direct Reports: | N/A |
| Budget: | N/A |

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| Selection Criteria |
| **Essential Skills:*** Demonstrated experience working in a Medical Record Department or office environment with the responsibility of maintaining patient records in paper and electronic formats
* Demonstrated attention to detail in all aspects of work and ability to prioritise work
* Ability to work effectively in a team environment and to communicate effectively
* Ability to process a high volume workload, to meet deadlines and flexible in approach to work
* Demonstrated computer literacy including use of patient administration systems and Microsoft Office
* Knowledge of privacy and confidentiality requirements as they apply in a hospital setting
* Knowledge of medical terminology and willingness to develop skillset
* Commitment to the Mission, Vision and Values of Calvary with the ability and desire to uphold these principles

**Desirable Skills:**  * Demonstrated experience in scanning records
* Terminal digit filing knowledge and/or experience
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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, data entry, medical records, filing |  |  |  | **X** |  |  |
| **Grasping / Fine Manipulation** - Gripping, holding, clasping with fingers or hands eg report writing, data entry, medical record, filing |  |  |  | **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 Lorna house 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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