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|  | Position Description All Calvary ServicesVersion:3.0 |

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| **Position Title:** | Administrative Officer |
| **Position Number:** | R01808 | **Cost Centre:** | R1600 |
| **Site/Facility:** | Calvary Mater Newcastle |
| **Department:** | Clerical Relief |
| **Enterprise Agreement:** | The Named NSW (Non-Declared) AHO Health Employees Agreement |
| **Classification:** | Administrative Officer, Level 2, Year 1-2 |
| **Reports To:** | Department Manager ( where assigned) |
| **Date of Preparation:** | October, 2016 | **Date Updated:** |  |
| **Pre-Employment Screening Checks:**  | National Criminal Record Check (NCRC) required only |
| **Infection Control Risk Category:** | Category A (Contact with clients or contact with blood, body substances or infectious material) **or** Category B (No contact with clients or blood or body substances and who are not deployed to clinical areas), ***depending on placement area in hospital.*** |
| **Primary Purpose** |
| Within the framework of the mission, vision, values, philosophy and policies of Calvary, the Administrative Officer is responsible for providing accurate and timely administrative support services. |
| 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
* Maintains harmonious relations with CMN staff by behaving in a professional manner.
* Demonstrates flexibility that meets the needs of the unit that the Administrative Officer (Casual Pool) has been assigned.

***Excellence in Service:*** Provides administrative duties in a prompt, courteous and efficient manner by: * Meeting and greeting staff, patients and visitors using a friendly and professional manner.
* Identifying self and department using a friendly manner when communicating by Telephone.
* Providing timely assistance when assistance is sought.
* Typing is performed in a timely and efficient manner (when necessary).
* Presenting correspondence accurately and professionally.
* Completing filing accurately and in a timely manner.
* Observing and meeting deadlines
* Attending to patient appointment bookings in a timely manner and according to hospital protocol (if required).
* Preparing meetings, minutes, agendas and room bookings (if required).

Manages patient records appropriately (if required) by:* Ensuring Patient charts and related information is readily accessible and kept up to date (if required).
* Following policies and protocols with regard to collection and return of Patient Medical records.
* Maintaining confidentiality at all times.

Proficient in use of personal computer and associated software. Demonstrated by:* Proficiency in the use of Word Processing, Excel, PowerPoint and Outlook.
* Proficiency with the use of iPM, Aria and other systems that store patient information (if required).
* Proficiency in the use of Audio typing (if required).
* Understands and uses medical terminology (if required).
* Proficient in preparation of reports when required.

***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: | * Department Manager
* Team members
* Other departments
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| External: | * Patients and their Families
* Visitors
* Consultants/VMOs

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| **Position Impact** |
| Direct Reports: | * N/A
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| Budget: | * N/A
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| Selection Criteria |
| **Essential:*** Ability to function within a health care environment with a proven ability to work independently, as part of a multidisciplinary team and with people at all levels.
* Working knowledge of medical terminology or certificate holder (if required).
* Demonstrated word processing, database and spreadsheet skills (competence level and range of skills as requested by various departments).
* Experience in undertaking routine correspondence and administrative procedures.
* Understanding of, and adherence to, the principles of privacy and confidentiality in respect of hospital matters for patients and staff.
* Effective time management skills and demonstrated organisational skills.
* Excellent interpersonal, written and verbal communication skills.
* Commitment to the Mission, Vision and Values of Calvary and the ability and desire to uphold these at all times.

**Desirable:*** Experience in the management of patient records
* Experience in audio typing
* Experience with iPM or other patient administration information systems.
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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 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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NAME SIGNATURE DATE