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|  | Position Description  All Calvary Services  Version: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) | | | | | |
| **Key Relationships** | | | | | |
| Internal: | * Department Manager * Team members * Other departments | | | | |
| External: | * Patients and their Families * Visitors * Consultants/VMOs | | | | |
| **Position Impact** | | | | | |
| Direct Reports: | * N/A | | | | |
| Budget: | * N/A | | | | |
| 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. | | | | | |
| 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