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|  | Position Description Administration OfficerAll Calvary ServicesVersion:3.0 |

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| **Position Title:** | Administration Officer |
| **Position Number:** | R01294/R01183 | **Cost Centre:** | R9806/R1967 |
| **Site/Facility:** | Calvary Mater Newcastle |
| **Department:** | Haematology  |
| **Enterprise Agreement** | The Named NSW (Non-Declared) AHO Health Employees Agreement. |
| **Classification:** | Administrative Officer, Level 3, Year 1-2  |
| **Reports To:** | Office Manager, Haematology |
| **Pre-Employment Screening Checks:**  | No - 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).**COVID-19 vaccination is a mandatory requirement unless assessed exempt** |
| **Functional Capacity Evaluation required:** | No |
| **Date of Preparation:** | Oct 2014 | **Date Updated:** | Sept 2024 |
| **Primary Purpose** |
| The Haematology Administration Officer is responsible for a range of duties including, but not limited to: * Provide high quality support to the Unit; general secretarial duties, administrative tasks related to the preparation of outpatient clinics, reception duties, scanning and finalisation of Haematology patient letters.
* Communicate effectively with the administration team, department, departments within hospital and relevant external parties.
* Administrative assistance with the appointment booking process of patients (making clinic appointments and faxing appointment details to requesting doctors), including other appointments such as, bone marrows, chemotherapy and/or venesections.
* The processing of Med-claims and generation of billing episodes for all Haematology patients including outpatient, inpatient, Day Ward patient and Veterans’ Affairs attendances, using ARIA.
* Maintaining referrals for all patients attending the Haematology Unit.
* Update +/- create office processes/working instructions of Haematology Administration Office as required.
* Any other administrative tasks as determined by the Haematology Office Manager for the level of responsibility.
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| 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.

***Excellence in Care:*** * Constantly and enthusiastically delivers high levels of service to exceed expectation
* Uses effective written and verbal communication skills
* Demonstrates sympathy and empathy to patients
* Record and relay messages accurately to patients and staff members
* Patients records are maintained and secured

***Service Development & Innovation:**** **Evaluation**: Regular performance discussions and a formal annual review are conducted with the Department manager.
* Identify own learning needs
* Seeks learning opportunities relevant to identified needs

***Wise Stewardship:**** Assist others when needed
* 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.
* Maintain manner that is courteous, punctual and professional.
* Demonstrate professional integrity, work ethic and leadership, including reliability and punctuality acceptance of responsibility, enthusiasm and motivation, presentation and courtesy.
* Able to work proficiently in periods of high demand and activity.
* Able to organise work with minimum of direct supervision
* Contribute to patient and staff safety and wellbeing by diligently managing risks and immediately reporting hazards, incidents, serious near misses, accidents, illness or injury

***Community Engagement:**** Actively participate in staff meetings
* Function within a multidisciplinary team
* Maintains harmonious relations with hospital staff
* Maintaining high level of patient care

***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: | * Office Manager
* Director of Haematology
* Haematology Administration Team
* Calvary Mater Newcastle staff and departments
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| External: | * Referring Consultants, General Practitioners, and their associated staff
* Patients and carers
* NSW Health Pathology, HNELHD and other relevant government health organisations
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| **Position Impact** |
| Direct Reports: | * Accountable to the Haematology Office Manager
* Responsible to the Director of Haematology
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| Budget: | Not exceeding |
| Selection Criteria |
| **Essential Criteria:** * Administration/IT:
	+ Demonstrated strong competence in administrative and general office procedures.
	+ Demonstrated attention to detail with a very high level of accuracy when working with a range of computer systems and processes:
		- Accurate keyboard and data entry skills,
		- Proficiency in Microsoft Office applications and
		- Experience using a computerised patient appointment and/or scheduling system.
	+ Experience with medical terminology
* Interpersonal:
	+ Demonstrated organisational skills, including:
		- Ability to work with limited supervision, autonomously
		- Work proficiently in periods of high demand
		- Meet competing deadlines through a willingness to be flexible to meet the needs of the work environment
	+ Demonstrated critical thinking skills, including:
		- Proven ability to use initiative while exercising discretion and confidentiality,
		- Ability to effectively problem solve by providing solutions and reflection, execute sound judgement
	+ Demonstrated effective communication skills, including:
		- Written and verbal (customer-focused telephone technique)
		- Ability to work effectively as a member of a multidisciplinary team
* Corporate Ethics:
	+ **Commitment to the Mission, Vision and Values of Calvary with the ability and desire to uphold these principles.**

**Desirable skills:*** Experience with iPM and ARIA or other hospital Information systems
* Demonstrated experience in health care setting (Hospital, Specialist Room or General Practice)
* Experience in Medicare billing
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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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