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|  | Position DescriptionAll Calvary ServicesVersion:3.1 |

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| **Position Title:** | Clinical Support Officer (CSO) |
| **Position Number:** | R00121 | **Cost Centre:** | R1029 |
| **Site/Facility:** | Calvary Mater Newcastle (CMN) |
| **Department:** | Palliative Care |
| **Enterprise Agreement:** |  [**The Named NSW (Non-Declared) AHO Health Employees Agreement**](http://amazon.mater.health.nsw.gov.au/files/dept/hr/enterprise_agreements/healthemployeesagree.PDF) |
| **Classification:** | Administrative Officer, Level 3, Year 1-2 |
| **Reports To:** | Nursing Unit Manager - Palliative Care |
| **Date of Preparation:** | March 2016 | **Date Updated:** | February 2021  |
| **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). |
| **Primary Purpose** |
| The Clinical Support Officer (CSO) is responsible for assisting the Nursing Unit Manager by undertaking administration tasks relevant to maintaining a high quality clinical service. The CSO will perform the majority of administrative roles previously undertaken by the NUM to enable them to perform their clinical responsibilities. 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 Nursing 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.Palliative Care is care provided for people of all ages who have a life-limiting illness, with little or no prospect of cure, and for whom the primary treatment goal is quality of life.  The Palliative Care Service provides the opportunity for people to be cared for in their own home, hospital or Hospice, in accordance with the patient’s choice where possible.The Service offers specialised medical, nursing, occupational therapy, physiotherapy, social work, pastoral care, pharmacy and diversional therapy skills for the management of pain and other symptoms.  Volunteer support is also integral to palliative care.  The level and complexity of the needs of patients, their caregivers and family will determine the type of services required. |
| Accountabilities and Key Result Areas |
| ***Administration**** Workforce matters including rostering, replacement of staff, expected and unexpected leave coverage.
* Liaising with Human Resources and Payroll to clarify pay and leave enquiries.
* Tasks as directed by the Nurse Unit Manger to support the recruitment of staff to the ward/unit.
* Administrative activities related to the management of performance reviews nursing staff.
* Producing reports on finance and quality parameters/indicators
* Maintain Nurse Unit Manager Outlook Calendar and schedule appointments/meetings as required.
* Support and participate in the administrative aspects of, quality accreditation processes and incident management.
* Maintain staff credentialing, registration and monitoring mandatory training register.
* Undertake administrative tasks related to meetings that are held on the ward/unit involving nursing e.g. scheduling, ensuring all relevant documents are available for meetings and progression of action items where appropriate.
* Organising travel and accommodation for ward/unit management team when required.
* Support the Nurse Unit Manager with ordering and managing of clinical stock inventory
* Other tasks as directed by the Nurse Unit Manager.

***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

***Excellence in Care:*** * Complete work in accordance with identified timeframes and deadlines.
* Establish and maintain effective working relationships with staff at all levels.
* Maintain focus on delivering a high quality clinical support service.

***Service Development & Innovation:**** Identifies own learning needs.
* Seeks learning opportunities relevant to identified needs.
* Accesses appropriate resources to enhance skills and knowledge.

***Wise Stewardship:******Community Engagement:**** Maintaining a high quality level of customer focused service.
* Function within a multidisciplinary team.

***WH&S Responsibilities:*** * Facilitate & ensure timely completion of monthly ward WH&S checklist
* Monitor and update Material Safety Data Sheets (MSDS)
* 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: | * Nurse Unit Manager, Nursing Staff, Department of Palliative Care Office Manager and Director, Multidisciplinary Team, Payroll.
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| External: | Suppliers, Nursing Agencies |
| **Position Impact** |
| Direct Reports: | * Nil
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| Budget: | * Nil
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| Selection Criteria |
| **Essential Criteria:*** Hold, or is willing to undertake a Certificate III in Health Administration
* Demonstrated experience in providing efficient administrative support with strong organisational skills.
* Excellent written and verbal communication skills and the ability to deal confidently and professionally with people at all levels.
* Demonstrated experience in word processing, excel spreadsheet data entry and specialty IT programs as required
* 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.
* Commitment to the Mission, Vision and Values of Calvary and the ability and desire to uphold these principles.

**Desirable:*** Experience working within a hospital healthcare environment.
* Completion of qualifications in Medical Terminology.
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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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