

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Ward Support Assistant
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North West
Position Type:	Permanent/Fixed-Term/Full Time/Part Time/Casual
Location:	North West
Reports to:	Nurse Unit Manager
Effective Date:	October 2022
Check Type:	Annulled
Check Frequency:	Pre-employment

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

In accordance with established guidelines, systems and processes, the Ward Support Assistant will:

- Provide and maintain a high standard of customer focused clerical, administrative and reception services at the Hospital.
- Provide effective and efficient non-nursing care to patients under the supervision of a Registered Nurse. This includes:
 - Maintaining basic ward equipment and adequate stores.
 - Facilitating the control of infection by maintaining clean and hygienic surroundings.

Duties:

- I. Provide a customer focused telephone and general reception service by communicating information in a timely manner to relevant people, including responding to requests for information in accordance with relevant legislation and Agency policies.

2. Provide administrative and clerical support to assist nursing staff in the effective operation of the Ward/Unit, including responding to queries, word processing and designing and maintaining spreadsheets and databases.
3. Collect and maintain relevant patient medical records, including input and retrieval of data from the relevant Patient Information Management System, admission, discharge, transfer and other movements related to medical record tracking and updating patient information as required.
4. Maintain effective delivery and dispatch of patient related correspondence, pathology specimens, reports and medical imaging films in preparation for ward rounds and clinical meetings.
5. Generate, maintain and distribute statistics, reports and administrative documents relevant to the Ward/Unit, including the entry of data as required.
6. Assist with the maintenance of stores, monitor stock levels and liaise with the Supply Department for stock and non-stock ordering of medical supplies.
7. Clean, sterilise and re-assemble equipment relative to the work environment including maintaining and restocking clean and dirty utility areas in accordance with infection control guidelines.
8. Prepare patient beds and clean patient room areas in readiness for patient admission.
9. Participate in educational, quality improvement and training programs.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

Under the supervision of the Nurse Unit Manager and working within Agency and hospital policies, procedures and guidelines, the Ward Support Assistant is responsible for:

- Providing frontline reception, administrative and clerical support to the Ward/Unit whilst supporting confidentiality and availability of relevant information relating to the hospital with emphasis to patients.
- Applying initiative within established routines whilst working autonomously and as a team member.
- Applying established universal precautions to effectively maintain a high standard of hygiene.
- Ensuring personal and support staff compliance with workplace safety requirements in conjunction with the Nurse Unit Manager.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

- I. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
- II. Identification check
12. Disciplinary action in previous employment check.

Selection Criteria:

1. Sound knowledge of office administration practices and the ability to undertake administrative and clerical duties within a clinical environment, including word processing, spreadsheet development and maintenance and data entry in mainframe information systems.
2. Well-developed interpersonal skills including the demonstrated ability to communicate tactfully and diplomatically with a wide range of people.
3. Demonstrated ability to work effectively both individually and as a member of a team in an environment subject to work pressures and change.
4. Knowledge of quality improvement, work health and safety and infection control practices, including the ability to obtain knowledge of medical terminology and preferred cleaning practices within the clinical areas.
5. Demonstrated understanding of non-stock and stores supply processes including the demonstrated ability to initiate orders in accordance with Agency and Hospital policies.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).