

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Customer Service Officer - Health Screening
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South and Hospitals North/North West COVID-19 Respiratory Clinics
Position Type:	Fixed-Term, Full Time/Part Time/Casual
Location:	South, North, North West
Reports to:	Nurse Unit Manager - COVID-19 Respiratory Clinics or Nursing Director - Pandemic Response
Effective Date:	October 2020
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:

Provide clerical and administrative support for the coordination and efficient operation of COVID-19 administration processes provided to the health screening area at air and seaports (primary focus), COVID-19 Respiratory Clinics and the Central Booking Hub.

Accurately collect and compile manual and computerised patient information data Perform duties in accordance with the policies and procedures relating to clinical, financial and administrative requirements for COVID-19 Respiratory Clinics.

Duties:

1. Provide general clerical and office support to health screening services at air and seaports as required in accordance with established policies and procedures.
2. Perform effective and efficient data entry and compilation of information to ensure personal profiles for travellers entering Tasmania are captured.

3. Assist in clerical orientation processes as requested by the relevant Nurse Unit Manager/Nursing Director.
4. Undertake reception and other clerical duties pertaining to COVID-19 Respiratory Clinic operations as directed.
5. 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:

- Operate at an experienced clerical level with general supervision from the Nurse Unit Manager and/or the Nurse in Charge or Nursing Director.
- Responsible for accurate and efficient data entry and for providing a high standard of customer focused reception support service.
- Perform duties in compliance with the policies and procedures of COVID-19 Respiratory Clinics in an efficient and discreet manner, acknowledging the importance of confidentiality and discretion.
- 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:

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

Selection Criteria:

1. High level communication skills with the ability to liaise effectively with all levels of professional staff within and outside the COVID-19 Respiratory Clinic, together with a proven ability to maintain confidentiality and communicate directly with patients in a tactful and diplomatic manner.
2. Knowledge of patient information management systems, or the ability to quickly acquire this knowledge, together with clerical experience in a health care setting, and knowledge of medical terminology.
3. High level of accuracy and attention to detail in the operation of computerised patient information systems.
4. Ability to set priorities and work with flexibility, speed and accuracy in a public environment with a demanding schedule.
5. Understanding of Work Health and Safety Guidelines.

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](#).