

Statement of Duties

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| Position Title: Clerk | Position Number: Generic | Effective Date: September 2013 |
| Group and Unit: Tasmanian Health Service (THS) – North West | | |
| Section: Various | Location: North West | |
| Award: Health and Human Services (Tasmanian State Service) | Position Status: Permanent/Fixed-Term/Casual | |
| | Position Type: Full Time/Part Time/Casual | |
| Level: Band 2 | Classification: General Stream | |
| Reports To: Relevant Manager | | |
| Check Type: Annulled | Check Frequency: Pre-employment | |

Focus of Duties:

- Provide and maintain a high standard of customer focused clerical, administrative and reception services.
- Maintain confidentiality and work according to all Hospital policies, procedures and guidelines.
- Ensure all information management systems are maintained and processes conducted in accordance with the relevant guidelines and protocols of the Department.

Duties:

1. Provide a customer focused telephone and general reception service to the ward/unit, communicating information in a timely manner to relevant persons, including responding to requests for information in accordance with the relevant legislation and THS-North West policies.
2. Provide administrative and clerical support to the ward/unit and manager, including responding to queries from internal and external stakeholders, word processing, designing and maintaining spreadsheets and databases.
3. Collect and manage the relevant patient medical records, including the input and retrieval of data from the patient information management system, and admission, discharge, transfer, appointment scheduling, movements related to record tracking and updating of patient details as required.
4. Compile and provide statistics, reports and administrative documents relevant to the ward/unit.
5. Maintain an effective, timely dispatch and delivery of patient medical records and associated correspondence.
6. Support the training of new and existing staff in tasks relating to this position, including the use of all patient administration systems, customer service, reception and document preparation duties.

7. When working as a clerk in Health Information Management Services - Medical Records:
 - a) The identification, collation and preparation of all clinical and related internal and external documentation into the scanned medical record in accordance with the Australian Standard AS 2828 Paper based healthcare records, and THS-North West policies and guidelines
 - b) To problem solve, rectify metadata failures and maintain the integrity of clinical information in relation to scanning, processing and maintaining the scanned medical record to support the accuracy in the provision of safe patient care.
8. When working as a clerk in a ward setting:
 - a) Undertake administrative arrangements for intra and inter hospital transfers, book patient transport and make all follow up patient appointments
 - b) Activate works requisites for all repairs/maintenance and stores requisites for stationary supplies within the ward/unit
 - c) Arrange accommodation for relatives where necessary.
9. When working as a clerk in an outpatient clinic setting:
 - a) Ensure complete personal profiles are captured on each presenting patient
 - b) Maintain patient numbers in clinics as per instructions by Medical Consultants or Nursing Management personnel
 - c) Maintain patient waiting lists
 - d) Process Medicare, Workers compensation, MAIB and DVA information
 - e) Support medical personnel to deliver patient care, including communication with General Practitioners and other health professionals.
10. When working as a clerk in an perioperative setting:
 - a) Maintain and update the elective surgery waiting list and theatre booking system with accurate data extracted from Request for Admission forms
 - b) Preparation and circulation of elective surgery admission lists, ensuring that all clinicians are informed of patient urgency categorisations, additions, alterations and cancellations to the waiting lists and patient bookings, inclusive of emergency cases as required
 - c) In consultation with the pre-admission nurse, allocate pre-admission assessment and admission dates and times, and prepare correspondence for patients in relation to scheduled admission to hospital
 - d) Administrate, where required, the reallocation of admission dates and surgery times for all elective surgery, including the updating of the elective surgery waiting list and the notifying of patients of new dates and times verbally and by correspondence, as directed by the perioperative manager/s
 - e) Liaise with clinicians regarding emergency cases, postponements, cancellations and additions to daily admission and operation lists
 - f) Provide waiting list reports to clinicians to assist in the selection of patients for surgery

- g) Assist the Perioperative Manager in administrative processes associated with audits of the elective surgery waiting list in accordance with Department of Health and Human Services guidelines
 - h) Assist with coding and importing of associated data and reports of all theatre cases and coordination of theatre sessions as directed.
11. When working as a clerk in a theatre setting:
 - a) Maintain and update Theatre Session plans on iPM.
 12. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
 13. 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.

Scope of Work Performed:

- Responsible for administrative duties in the assigned work area, including the provision of a reception service to patients and clerical support to the ward/unit
- Responsible for entering patient data into patient information management systems on a daily basis as required in an efficient and discreet manner, acknowledging the importance of confidentiality and discretion
- General supervision and direction is provided by the relevant ward/unit manager. The role is required to undertake daily tasks in an autonomous capacity and work in team environments as required
- Comply at all times with THS policy and protocol requirements, in particular those relating to hand hygiene, fire awareness and manual handling, and undertake annual education in relation to the requirements

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Current Tasmanian Working with Children Registration

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
- 2. Identification check
- 3. Disciplinary action in previous employment check.

Desirable Requirements:

- Successful Completion of, or a willingness to undertake, a recognised course in business/office administration and medical terminology.
- Demonstrated experience in a healthcare setting.

Selection Criteria:

1. Well-developed oral and written communication and interpersonal skills, with a demonstrated ability to interact with public and staff at all levels.
2. Experience in administrative functions and the ability to undertake those duties efficiently and effectively within a hospital environment, together with knowledge of policies, procedures, guidelines and legislation and how they are used in the workplace.
3. Demonstrate flexibility and customer service skills working within an innovative multidisciplinary team, including the ability to organise, prioritise and problem solve workflows according to demand.
4. Knowledge and practical experience in: the operation of computer information management and booking systems; the use of the Microsoft Office suite specifically including word processing and spreadsheets; and the ability to produce basic reports from these are required.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.