



POSITION DESCRIPTION

Position Title: Administration Officer
Department: Outpatient Services
Location: War Memorial Hospital
Uniting Purpose: To inspire people, enliven communities & confront injustice.
Uniting Values: Imaginative, respectful, compassionate, bold

Classification: Administration Level 2
Vaccination risk category: A
Award: Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status: Fixed Term Part Time Contract until July 2025
Hours: 24 hours per week

Position reports to: Outpatient Administration Supervisor
Position Supervises: N/A
Key relationships: Patients and their families and/or carers, the multi-disciplinary rehabilitation team, outpatients, administration colleagues, medical staff, service providers, Allied Health & Integrated Care Manager.

POSITION PURPOSE

The War Memorial Hospital is an aged care rehabilitation hospital situated in the Eastern Suburbs of Sydney. The primary purpose of this position is to provide effective and efficient administrative support services to the War Memorial Hospital, consistent with WMH, SESLHD and Uniting policies, procedures, and standards.

This is a flexible position, with opportunity to work across different clinical areas as directed by the Outpatient Administration Supervisor and Allied Health & Integrated Care Manager, to support service continuity.

War Memorial Hospital
ABN 78722 539 923
125 Birrell Street
Waverley NSW 2024
T 02 9369 0100
F 02 9387 7018

POSITION OBJECTIVES

- To be able to communicate effectively, with cultural sensitivity and confidentiality, with patients, clients and their family/carers to ensure patient/client needs and requirements are identified, communicated and met.
 - To have a sound working knowledge of computer programs used in hospital departments i.e. Microsoft Office, iPM, eMR, PowerChart.
 - Must be flexible and adaptable to the direction of the Outpatient Administration Supervisor to assist with clerical functions associated with daily outpatient clinics.
 - To maintain a high standard of work and communicate effectively with other staff, clients, and members of the public.
 - Participate in activities designated to maintain and/or improve quality of hospital service or patient care as required in the unit of employment. Where training or information sessions are available, incumbent may be asked to attend.
 - To maintain a high standard of work and communicate effectively with other staff, clients, and members of public.
 - Work safely and in accordance with Uniting's WHS policies and procedures.
 - Participate and comply with all quality management systems and processes.
 - Demonstrate flexibility and the ability to work effectively within a changing healthcare environment across a range of services.
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KEY RESPONSIBILITIES

Financial management & awareness:

- Co-ordinates client management within MAC and Data Exchange (DEX) system to ensure CHSP outputs are accurately recorded.
- Identifies opportunities for financial efficiencies within designated roles and discusses these with relevant supervisor/manager.
- Displays an appropriate level of financial stewardship in the delivery of day-to-day duties as required.

Operational processes:

- Managing time effectively and liaising with your supervisor and other healthcare team members to prioritise workload given the diverse range of work demands flowing from several sources.
- Completion of administrative tasks to support efficiency within outpatient clinical services.
- 100% compliant with patient confidentiality.
- Administrative and clerical work is completed competently and within designated timeframes.
- Facilitate delivery of an effective, flexible, innovative front line reception service.
- Is familiar with the relevant task schedule according to the designated role at hand.
- Displays a high quality and committed work ethic in day-to-day tasks.
- Displays adaptability in the role and is open to other duties as required.
- Displays good basic level of problem solving with appropriate escalation as required.
- Demonstrates initiative where appropriate.
- Familiarity and willingness to learn relevant electronic systems.
- Understands and identifies other learning requirements for role fulfillment.

Client management & engagement (internal & external stakeholders):

- Maintains professional and competent customer facing standard of practice.
- Contributes to effective team dynamics and fosters healthy professional relationships with internal and external stakeholders.
- Receives and greets hospital clients and visitors displaying the Uniting values.
- Works with relevant stakeholders in problem solving.
- Works with relevant stakeholders in service development initiatives.

Indirect patient related activities include (but are not limited to):

- Maintaining patient referrals, appointments, and attendance lists.
- Supporting outpatient departments with clerical and administrative duties.
- Undertaking statistical and record keeping, and other data collection and data entry required of this role, including the use of eMR, IIMS, DEX, MAC, observational and feedback data and other relevant programs.
- Assist with quality processes such as documentation audits and quality improvement activities as required.
- Keeping accurate records of client contact in accordance with legal and organisational requirements.

Client management & engagement (internal & external stakeholders):

- Demonstrates professional and courteous manner of service delivery.
- Demonstrates appropriate escalation and problem solving.
- Forms and maintains appropriate internal and external professional networks.

People management & teamwork:

- Demonstrates the Inspired Care values in the interface with campus wide colleagues.
- Demonstrates adaptability and flexibility in approach to colleagues and job at hand.
- Discusses opportunities for service development with relevant supervisor/manager.
- Fosters an adaptable and engaged approach to work individually and within a team.

KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Demonstrates efficient work practices considerate of hospital budget.

Operational processes:

- Delivers day to day operational tasks according to designated job description and task schedule.
- Delivers job tasks in an efficient manner.
- Escalates problems as relevant to designated supervisor/manager.
- Demonstrates initiative in basic problem solving and service development.
- Is punctual and committed in work ethic.
- Engages with new system learning or development.
- Actively identifies and engages with learning opportunities to assist in the designated role fulfillment.

Client management & engagement (internal & external stakeholders):

- Demonstrates professional and courteous manner of service delivery.
- Demonstrates appropriate escalation and problem solving.
- Forms and maintains appropriate internal and external professional networks.

People management & teamwork:

- Demonstrates the Inspired Care values in the interface with campus wide colleagues.
 - Demonstrates adaptability and flexibility in approach to colleagues and job at hand.
 - Discusses opportunities for service development with relevant supervisor/manager.
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Work Health and Safety Requirements:

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety, and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality.
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care.
- Model professional conduct that is always consistent with a commitment to safety and quality.
- Embrace opportunities to learn about safety and quality theory and systems.
- Embrace opportunities to take part in the management of clinical services.
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care.
- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes.

PROFESSIONAL SKILLS AND KNOWLEDGE**Skills & Experience:**

- Recent experience in a clerical position including switchboard, reception, word processing, data entry, filing, faxing, scanning etc.
- Demonstrated ability to plan, organise and problem solve within a team environment and with indirect supervision.
- Excellent interpersonal communication skills including both verbal and written.
- Demonstrated ability to prioritise workload and deal with multiple demands.
- Demonstrated commitment to provision of quality customer service to both internal and external customers.
- Demonstrated experience using MS Office suite and healthcare databases or willingness to learn.

- High standard of accurate word processing skills (medical terminology knowledge an advantage)

Employee Name:		Managers Name:	Catherine Ross
		Title	Outpatient Administration Supervisor
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Administration Officer Service/Unit: War Memorial Hospital
 Department: Outpatients
 Manager/Supervisor: Outpatient Administration
 Assessor: Catherine Ross
 Date of Assessment: July 2024
 Date of Assessment review: July 2025

Definitions: *Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks		X				
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes		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					
	Crawling Moving by crawling on knees & hands to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery	X					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding	X					
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg	X				
		Moderate lifting & carrying – 10 – 15kg	X				
		Heavy lifting & 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 body	X					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements Repetitive movements of hands & arms	X					
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands	X					

	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work									X
	Driving Operating any motor powered vehicle	X								
CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY								
		I	O	F	C	R	N/A			
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen		X							
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries		X							
	Smell Use of smell is an integral part of work performance e.g. working with chemicals									X
	Taste Use of taste is an integral part of work performance e.g. food preparation									X
	Touch Use of touch is an integral part of work performance	X								
CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY								
		I	O	F	C	R	N/A			
	Distressed people e.g. emergency or grief situations	X								
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness	X								
	Unpredictable people e.g. dementia, mental illness and head injuries	X								
	Restraining Involvement in physical containment of patients/clients									X
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	X								
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY								
		I	O	F	C	R	N/A			
	Dust Exposure to atmospheric dust									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 e.g. dry chemicals, glues									X
	Noise Environmental/background noise necessitates people to 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 work day in sunlight	X								
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C									X
	Confined spaces Areas where only one egress (escape route) exists									X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X								
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	X								
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks									X
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	X								

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: Date:/...../20.....

I am able to fulfil the above requirements without modification.

I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: Date:/...../20.....