

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Clerk
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/Casual, Full Time/Part Time/Casual
Location:	North West
Reports to:	Relevant Manager
Effective Date:	April 2020
Check Type:	Annulled
Check Frequency:	Pre-employment
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

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 and maintain a high standard of customer focused clerical, administrative and reception services.

Maintain confidentiality and work according to all Agency policies, procedures and guidelines.

Ensure all information management systems are maintained and processes conducted in accordance with the relevant guidelines and protocols of the Agency.

Duties:

1. Provide a customer focused telephone and general reception service to the ward/unit, communicating information in a timely manner to relevant persons. This includes responding to requests for information in accordance with the relevant legislation and Agency policies.
2. Provide administrative and clerical support to the ward/unit and relevant manager. This includes responding to queries from internal and external stakeholders, word processing, designing and maintaining spreadsheets and using various 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:
 - 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 Agency policies and guidelines.
 - Problem solve, rectify metadata failures and maintain the integrity of the 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/unit setting:
 - Undertake the administrative arrangements for intra and inter hospital transfers, book patient transport and make all follow up patient appointments.
 - Activate work requisites for all repairs/maintenance and stores requisites for stationary supplies within the ward/unit.
 - Arrange accommodation for relatives where necessary.
9. When working as a Clerk in an outpatient clinic setting:
 - Ensure complete personal profiles are captured on each presenting patient.
 - Maintain patient numbers in clinics as per instructions by medical consultants or nursing management personnel.
 - Maintain patient waiting lists.
 - Process Medicare, Workers compensation, MAIB and DVA.
 - Support medical personnel to deliver patient care, including communication with General Practitioners and other health professionals.

10. When working as a Clerk in a perioperative setting:
 - Maintain and update the elective surgery waiting list and theatre booking system with accurate data extracted from Request for Admission forms.
 - 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.
 - 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 the hospital.
 - 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 managers.
 - Liaise with clinicians regarding emergency cases, postponements, cancellations and additions to daily admission and operation lists.
 - Provide waiting list reports to clinicians to assist in the selection of patients for surgery.
 - Assist the perioperative manager in administrative processes associated with audits of the elective surgery waiting list in accordance with Agency guidelines.
 - 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:
 - 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 in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
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.

Key Accountabilities and Responsibilities:

General supervision and direction are 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.

The Clerk is 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.
- Entering patient data into the patient information management systems daily, as required, in an efficient and discreet manner, acknowledging the importance of confidentiality and discretion.
- Championing a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- Where applicable, exercising 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.
- Complying at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

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. 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 specifically including word processing and spreadsheets and the ability to produce basic reports from these.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).