DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:**  | Perioperative Precinct Clerk |
| **Position Number:** | 527046 |
| **Classification:**  | General Stream Band 2 |
| **Award/Agreement:**  | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals South – Surgical and Perioperative Services  |
| **Position Type:**  | Permanent/Casual, Full Time/Part Time/Casual |
| **Location:**  | South  |
| **Reports to:**  | Administrative Service Manager - Surgical & Perioperative Services |
| **Effective Date:** | January 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:

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

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

Ensure all existing 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 Operating Theatre Precinct, 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 a high standard of administrative and clerical support to the Operating Theatre Precinct, including the theatre Associate Nurse Unit Manager (ANUM) and relevant managers. This includes responding to queries from internal and external stakeholders, word processing, designing and maintaining spreadsheets and using various databases.
3. Maintain and facilitate the efficient flow of administrative information for all relevant staff in relation to patient flow requirements and receive and verify admission papers from central admissions, file in appropriate theatre tray for holding bay.
4. Liaise with clinicians regarding emergency cases, all postponements and additions to daily admission and operation lists. This includes, but is not limited to:
* Timely distribution of the following days approved elective theatre list to nominated staff.
* Processing postponed patients in the Patient Administration System (PAS), checking and collating the associated documentation and distributing to Booking Clerk for relevant action.
* Transfer postponed emergency patients to the next day on the Acute List within PAS and the Emergency Theatre Booking Spreadsheets (ETBS) as directed by the Anaesthetic or ANUM Coordinator.
* Compile and provide postponement report to nominated stakeholders, including relevant data related to reason for postponement of patient’s procedure/surgery.
1. As and when requested by the ANUM Coordinator, maintain and update theatre sessions in PAS by the opening/creating of new theatre sessions, swapping theatre sessions and or transferring patients to alternative theatre session.
2. Accurately input and retrieve patient information and data using the hospital’s computerised patient information systems and maintain data integrity, in accordance with established system procedures and guidelines, including but not limited to:
	* Enter CMBS codes on to the Health Information System from operation records.
	* Monitor and correct data entry in electronic records contained in iPM, including but not limited to operation records, postponements and the acute list
	* Assist with coding and importing of associated data and reports of all theatre cases, and coordination of theatre sessions as directed.
3. Receive and distribute all incoming mail. Accept Request for Admission (RFA) forms, check forms have been completed with all relevant information and distribute to relevant Booking Clerks.
4. Accept delivery and organise dispatch of loan equipment to and from external facilities.
5. Maintain stationery supplies. Report and submit maintenance requests for all computers, fax machines and Photocopiers to IT Services.
6. Compile and provide statistics, reports and administrative documents relevant to the Operating Theatre Precinct as requested.
7. 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.
8. 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.
9. 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:

The occupant of this position reports to the Administrative Service Manager - Surgical & Perioperative Services with general supervision and direction provided by senior registered nurses within the Operating Theatre Precinct in relation to the resolution of day-to-day issues.

The Perioperative Precinct 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 Operating Theatre Precinct.
* Entering accurate patient data into the patient information management systems daily, as required, in an efficient and discreet manner, acknowledging the importance of confidentiality and discretion.
* Exercising initiative, judgement and discretion in undertaking all tasks while working within established guidelines, delegations and instructions.
* Undertaking daily tasks in an autonomous capacity and work in team environments as required.
* Champion 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, 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.

### 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:
	1. crimes of violence
	2. sex related offences
	3. serious drug offences
	4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Demonstrated skills and experience in reception and contemporary clerical and administrative support functions with the ability to undertake those duties efficiently and effectively within a hospital environment.
2. Experience and skills in the use of electronic office management and patient information related systems and the ability to produce reports from these.
3. Well-developed oral and written communication and interpersonal skills and demonstrated ability to interact with the public, from various cultural backgrounds, and staff in a professional manner.
4. Demonstrated ability to maintain effectiveness and work without supervision in an environment often subject to workload pressures.
5. Strong coordination and follow up skills, together with the capacity to be adaptable and flexible and to monitor and prioritise work to meet deadlines in accordance with existing policies, procedures, and guidelines associated with the workplace.

### Working Environment:

Surgical and Perioperative Services mission and purpose is to deliver high quality healthcare through the most efficient and innovative use of available resources, using planning and evidence-based strategies. Our vision is to be renowned for Surgical and Perioperative Services healthcare, teaching and research. Surgical and Perioperative Services is a values-based department. If your personal and work values are consistent with those developed by our staff, we’re sure you’ll find Surgical and Perioperative Services a great workplace. Our decisions and behaviours are guided by the following workplace values:

* **Patient first -** Patient and family-centred care is about putting patients’ and families’ experiences, priorities, and trust first.
* **Personal responsibility -** Being responsible for our own actions and behaviours.
* **Pride in what we do -** We take pride in who we are and what we do, and we do what is right, always.
* **Passion for improvement -** As it inspires us to achieve great things.
* 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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).