DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:**  | Team Leader - WP Holman Reception |
| **Position Number:** | 509088 |
| **Classification:**  | General Stream Band 3 |
| **Award/Agreement:**  | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals South – Primary Health Services Radiation Oncology  |
| **Position Type:**  | Permanent, Full Time |
| **Location:**  | South |
| **Reports to:**  | Administrative Service Manager - Cancer Services  |
| **Effective Date:** | September 2018 |
| **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:

Undertake a coordination and supervisory role by overseeing all aspects of the day to day delivery of administrative and clerical functions for Radiation Oncology including ARIA system support, reception, patient coordination, billing and clinical information management.

### Duties:

1. Supervise and lead a team of administrative support staff, including overseeing procedures associated with patient reception, billing and medical records management and the effective use of the information systems.
2. Develop, implement and maintain departmental procedure manuals and manage, maintain discharged and deceased medical records and databases.
3. Ensure, via periodic review, that practices, processes and systems within the WP Holman Clinic are in accordance with relevant legislation and policies.
4. Manage the collection and reporting of clinical indicator data and other clinical data as required including the reporting of cancer treatment outcomes in radiation oncology.
5. Promote commitment to high quality customer service principles, practices and attributes.
6. 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.
7. 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:

* Responsible to the Executive Officer and Chief Radiation Therapist and works under general direction and general supervision based on established procedures and practices.
* Expected to exercise initiative, discretion and judgement in coordinating the delivery of administrative and clerical support services, including assisting senior staff with performance management and the allocation of resources to meet service delivery priorities.
* 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 ability to function effectively in a health service environment, together with broad experience in contemporary office management practices and extensive experience in the use of office management and information software.
		2. Demonstrated knowledge and experience in the provision of a medical record information service, patient billing administrative systems, medical terminology, anatomy/physiology and disease processes or the ability to quickly acquire such knowledge.
		3. Well-developed interpersonal, communication, consultation, negotiation and conflict resolution skills including the ability to supervise, lead and motivate members of a team together with the capacity to plan, organise, set priorities, meet deadlines and work effectively in an environment subject to work pressure and change.
		4. Knowledge and understanding of the principles of continuous quality improvement combined with the demonstrated ability to apply these principles.
		5. Ability to plan, organise, set priorities and work effectively and efficiently to achieve set objectives and to meet deadlines, both individually and as part of a team.
		6. Capacity to work collaboratively as a member of a team, as well as the ability to work independently, exercise initiative, discretion and judgement within the context of a changing organisational environment.
		7. Proven ability to develop, implement and evaluate processes and quality control activities.
		8. Sound knowledge of current WH&S legislation and codes of practice with the ability to successfully apply these in a health related office environment.

### 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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).