

Statement of Duties

Position Title: Customer Service Officer	Position Number: Generic	Effective Date: April 2021
Group: Hospitals North/North West – North West Regional Hospital (NWRH) and Mersey Community Hospital (MCH)		
Section: Administration	Location: North west	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Fixed-Term/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: Band 2	Classification: General Stream	
Reports To: Relevant Nursing Director or Nurse Manager		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Provide clerical support for the coordination and efficient operation of COVID-19 administration including health screening at air, seaports and the hospitals (primary focus), administrative support at COVID-19 Respiratory Clinics, in the Central Booking Hub and at hospital entry points.

Accurately collect manual and computerised patient information system data.

Perform duties in accordance with the policies and procedures relating to clinical, financial and administrative requirements for COVID-19 Respiratory Clinics and the hospitals.

Duties:

1. Provide health screening at air, seaports and hospitals as required.
2. Provide an effective and efficient health screening service for travelers entering Tasmania and patients and visitors entering the hospitals.
3. Assist in clerical orientation as requested by the Nursing Director or Nurse Manager.
4. Undertake other clerical duties pertaining to COVID-19 Respiratory Clinic operations as directed.
5. 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.
6. 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:

- Operate at an experienced clerical level with limited supervision from the Nurse Unit Manager and/or the Nurse in Charge.
- Responsible for accurate and efficient data entry and a high standard of customer focused reception skills.
- Perform duties in compliance with the policies and procedures of COVID-19 Respiratory Clinics and the hospitals.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

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.

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. High level communication skills with the ability to liaise effectively with all levels of professional staff within and outside the COVID-19 Respiratory Clinic and hospital surroundings, together with a proven ability to maintain confidentiality and communicate directly with patients in a tactful and diplomatic manner.
2. Knowledge of patient information management systems, or the ability to quickly acquire this knowledge, together with clerical experience in a health care setting, and knowledge of medical terminology.
3. High level of accuracy and attention to detail in the operation of computerised patient information systems.
4. Ability to set priorities and work with flexibility, speed and accuracy in a public environment with a demanding schedule.
5. Understanding of Work Health and Safety Guidelines.

Working Environment:

- Positions located at the NWRH will report to the Nursing Director - Operations NWRH.
- Positions located at the MCH will report to the Nurse Manager - Nurse Staffing Unit and Bed Flow.

The Department of Health (DoH) 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, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

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 has 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 Chief People Officer or to the Manager Internal Audit. The DoH 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. The DoH and 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 DoH and THS policy) within DoH and THS 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 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: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.