

DEPARTMENT OF HEALTH

Statement of Duties

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| Position Title: | Team Leader - Ward Clerks |
| Position Number: | 527162 |
| Classification: | General Stream Band 3 |
| Award/Agreement: | Health and Human Services (Tasmanian State Service) Award |
| Group/Section: | Policy, Purchasing, Performance and Reform Health Information Management Services |
| Position Type: | Permanent, Full Time |
| Location: | South |
| Reports to: | Manager - Inpatient Services Unit / Coordinator, Ward Clerks HIMS |
| Effective Date: | March 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:

Under the supervision and direction of the Manager and Coordinator, Inpatient Services, Health Information Management Services (HIMS), assist the leadership team with activities including supervision of work practices, training and support to the ward clerk team.

Duties:

1. Provide support and assist with the day-to-day rostering of clerical staff working as a ward clerk across wards, ensuring that service delivery standards, service objectives are understood, implemented, and maintained.
2. Assist the leadership team with activities including daily supervision, recruitment, and rostering.
3. Facilitate, motivate, and promote team cohesion and efficient and effective service outcomes to the ward clerk team.

4. Assist with monitoring quality control and improvement through effective communication and facilitation of work being carried out in accordance with established policies and procedures.
5. Support and provide training and new staff onboarding of ward clerk administrative functions including ensuring learning/reference resources are up to date and available.
6. Promote commitment to high quality customer service principles, practices, and attributes.
7. Develop and maintain an effective collaborative relationship with Clinical and senior staff to ensure high quality, customer focused reception services, that supports the effective administrative operations of the Ward.
8. 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 Team Leader works under the direction of the Manager and Ward Clerk Coordinator, and will:

- Assist in reviewing and evaluating practices and standards, in collaboration with the leadership team.
- Use initiative to resolve operational issues and satisfy client and stakeholder requirements.
- Assist with providing efficient and effective administrative day to day clerical functions to organise, coordinate the administrative activities of ward clerks and relief staff across designated inpatient sites supporting the Manager, Coordinator, the ward clerks, and casual team.
- Apply initiative, judgement, discretion, and sensitivity in prioritising tasks to ensure that deadlines are met in an environment that is subject to specific timeframes.
- 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.
- 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 and related training.

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:

- I. 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. Knowledge of and experience in contemporary office administration including the ability to plan, organise, set priorities, and work effectively and efficiently to achieve set objectives and meet deadlines, both individually and as part of a team.
2. Sound understanding of people management, with the ability to supervise, lead and motivate a dynamic team together with the capacity to problem solve.
3. Demonstrated communication and interpersonal skills including negotiation, conflict resolution with a proven ability to liaise effectively with a wide range of clients through verbal and written communication.
4. Proven ability to work with general supervision and direction in a team environment and to actively contribute to improving service delivery through the reviewing and evaluation of operational practices and standards.
5. Apply initiative, judgement, discretion, and sensitivity in prioritising tasks to ensure that deadlines are met in an environment that is subject to specific timeframes.

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 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](#).