

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Medical Orderly Services Coordinator
<b>Position Number:</b>	524843
<b>Classification:</b>	General Stream Band 4
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South – Medical Orderlies, Royal Hobart Hospital – Hospital Support services
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Manager – Medical Orderly and Security Services
<b>Effective Date:</b>	June 2020
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Relevant Certificate IV or tertiary qualification.

*Note: 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:

To ensure the provision of an efficient and effective support service to a broad range of clinical units across the Royal Hobart Hospital (RHH) the Medical Orderly Services Coordinator is responsible for the daily operation of the Medical Orderlies section. This includes:

- Establishing and maintaining collaborative relationships with Unit Managers and other hospital staff to ensure the provision of effective, high quality services to patients and the general public.
- Allocating and monitoring the use of human, physical and financial resources including electronic rostering practices.
- Providing general supervision and support to Medical Orderlies staff including coordinating education and training and implementing and maintaining a staff performance program.

- Contributing to the ongoing review and evaluation of medical orderly services and the development of operational policies and procedures relevant to the delivery support services, in consultation with the Manager – Medical Orderly and Security Services.

## Duties:

1. Provide leadership and direction in the day to day coordination of medical orderly services across all areas of the RHH including Radiology and Emergency Departments.
2. Allocate and monitor the use of resources and, in consultation with the Manager, develop and maintain strategies to meet cost centre budget objectives.
3. Provide activity reports to the Manager and, in consultation with the Manager, participate in the review and evaluation of services and contribute to the development of operational policies and procedures.
4. Proactively develop and maintain effective and collaborative relationships with hospital unit managers and other staff to ensure the provision of high quality, timely and well-coordinated support services.
5. Implement and maintain the Medical Orderlies RHH staff performance program and facilitate the provision of staff education and training.
6. Identify and facilitate, in consultation with the Manager, the provision of education and training for medical orderly staff including work practices and response procedures to various hospital codes.
7. Undertake specific projects for Medical Orderlies and represent the Manager on various working groups and committees as required.
8. Maintain computer workflow management systems including the development and provision of computer-generated rosters using ProAct.
9. Authorise staff leave and timesheets, ensuring accuracy, maintaining associated electronic records and providing necessary reports when required to the Manager.
10. 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.
11. 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:

In accordance with Agency policies, standards and guidelines which define the role's decision making and operational framework, and under the direction of the Manager – Medical Orderly and Security Services, the Medical Orderly Services Coordinator is expected to:

- Ensure appropriate resources are provided for service delivery within all areas of the RHH including overseeing the effective rostering, allocation and use of human resources.
- Exercise initiative and judgement in the application of policies and procedures regarding day to day issues that will arise in the delivery of a support service and escalate issues which are outside existing operational policies and procedures.
- Provide leadership and supervision to staff whilst monitoring individual and team performance.

- Work closely with the Manager in the review and development of services and determine and evaluate performance objectives against service priorities whilst ensuring work practices and procedures comply with current best practice.
- 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:
  - 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. Demonstrated experience in the delivery of a medical orderly service in health, or another large multidisciplinary setting, together with sound knowledge and understanding of operational policies, work practices, equipment and procedures relating to service delivery. This includes fire, bomb threat and evacuation and aggression emergency procedures.
2. Demonstrated advanced rostering skills and experience in applying rostering practices and quality improvement principles including a working knowledge of health information systems such as ProAct.
3. Comprehensive knowledge of infection control standards, or the ability to quickly acquire this knowledge, along with a capacity to implement workplace health and safety guidelines and safe manual handling practices.
4. High level of written and oral communication, interpersonal and leadership skills including the ability to effectively coach team members in contemporary supervision and support practices.

5. Demonstrated analytical and problem-solving skills and an understanding of change management principles, including the ability to review, evaluate, assess, plan, develop, implement and coordinate staff training outcomes and development programs.
6. Knowledge of, and experience in, using a wide range of personal computer software packages, including word processing, databases and finance management systems.

## 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](#).