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| Department of Health and  Tasmanian Health Service Statement of Duties | 2011-03-07 - 2010_TAS_Gov_Logo |
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| Position Title: Team Leader - WP Holman Clinic Administrative Support | **Position Number:** 523116 | Effective Date: March 2017 |
| Group and Unit: Tasmanian Health Service (THS) – Launceston General Hospital (LGH) | | |
| Section: | **Location:** | |
| Award: | **Position Status:** | |
| **Position Type:** Full Time | |
| Level: | **Classification:** General Stream | |
| Reports To: Office Manager - Administrative Services | | |
| Check Type: Annulled | Check Frequency: Pre-employment | |

#### Focus of Duties:

Undertake a coordination and supervisory role by overseeing all aspects of the day to day delivery of administrative and clerical functions for the WP Holman Clinic including 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 and 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. Provide secretarial support and preparation of documents for a variety of WP Holman Clinic meetings as and when required by the service.
5. Manage and process all medico-legal requests for patient information in accordance with medico-legal requirements.
6. Promote commitment to high quality customer service principles, practices and attributes.
7. 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.
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.

#### Scope of Work Performed:

The position is responsible to the Office Manager – Administrative Services and liaises with the NUM and Chief Radiation Therapist, working under general direction and general supervision based on established procedures and practices.

The occupant is 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.

* Comply at all times with THS 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:
   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 of and experience in the provision of a medical records 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.
    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, meet deadlines and work effectively and efficiently to achieve set objectives and to meet deadlines, both individually and as part of a team in an environment subject to work pressure and change.
    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 (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 and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*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 of Health and Tasmanian Health Service have 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 Director HR Management and Strategy 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) with the Department of Health and Tasmanian Health Service 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 of Health and the Tasmanian Health Service 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:* The Department of Health and the Tasmanian Health Service are smoke-free work environments.  Smoking is prohibited in all State Government workplaces, including vehicles and vessels.