DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:**  | Client Services Officer |
| **Position Number:** | 513455 |
| **Classification:**  | General Stream Band 2 |
| **Award/Agreement:**  | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals South – Sub Acute, Aged and Community ServicesCommunity Rehabilitation Unit  |
| **Position Type:**  | Permanent, Full Time/Part Time |
| **Location:**  | South |
| **Reports to:**  | Administrative Coordinator  |
| **Effective Date:** | March 2021 |
| **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:

#### As a member of a client service team, and as directed by the Administrative Coordinator and Clinic Administrative Team Leader, the Client Service Officer will:

* Provide an efficient, courteous, and client-centred personal and telephone reception service for clients and visitors of the Community Rehabilitation Unit (CRU), the Lower Statton Clinics (“the clinics”) and the Repatriation Centre.
* Ensure timely and accurate administrative and operational support to the Manager CRU, clinical staff, and the clinics to meet the CRU’s needs, objectives, and reporting requirements.

### Duties:

1. Provide a reception and telephone service to the clients and visitors of the CRU, the clinics and the Repatriation Centre including sorting and preparing mail and billing information.
2. Receive and register client referrals on the Patient Administration System in preparation for triage by intake clinicians and medical specialists and issue acknowledgment letters to referrers and general practitioners as per established procedures.
3. Coordinate, book and register appointment attendance for clients of the CRU, clinics, and other services as required, send appointment letters, and prepare daily appointment lists and facilitate SMS appointment reminders and confirmation calls as per established procedures.
4. Ensure timely processing and entering of clinical documentation, including scanning, and updating information on the electronic client health record and transferring intake data onto discipline waiting lists.
5. Provide administrative support to the Manager CRU including preparation, processing, and filing of timesheets, leave forms and other human resources documentation, medico-legal requests, professional development applications and vehicle/FBT reporting.
6. Update spreadsheets for managing and reporting on mandatory training, professional development, and leave information; and assist the Manager CRU in the development of new data collection spreadsheets as required.
7. Prepare purchase orders and work requests.
8. Provide clerical and word processing support to professional staff of CRU, including creating documents and templates, brochures, flyers, spreadsheets, minutes, and letters as delegated by the Administrative Coordinator and Clinic Administrative Team leader.
9. 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.
10. 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:

* Work collaboratively with other members of the CRU Client Services team to achieve the objectives and operational requirements of the CRU multidisciplinary service and the clinics.
* Provide essential support for the clinical work of CRU and the clinics including accurate record keeping and data collection, coordination of appointments and client reception and telephone services.
* Contribute to, and participate in, quality improvement activities.
* Perform work across operational areas including the clinics, reception, and CRU administration according to roster and staffing availability.
* Apply independent judgement in relation to the performance of primary tasks in accordance with established procedures and guidelines, receiving supervision and direction from the Administrative Coordinator and the Clinic Administrative Team Leader regarding priorities, deadlines, and workloads.
* Always maintain confidentiality when dealing with personal and health information of staff and clients.

* 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 written and verbal communication skills including the ability to maintain confidentiality of staff and client information.
2. Ability to establish a rapport with relevant client groups such as the frail, aged and adults with disabilities together with a demonstrated understanding of their needs within a healthcare environment.
3. Demonstrated sound decision-making skills, judgement, and application of initiative within set guidelines and the ability to follow established protocols and procedures.
4. Willingness to assist in improving administrative procedures that support the objectives of the team with a demonstrated ability to organise, prioritise and complete tasks with a high degree of accuracy.
5. Ability to work effectively both individually and as a member of a team in a busy environment subject to work pressure and change.
6. A working knowledge of, or the ability to quickly acquire a working knowledge of, the Finance One system and patient administration systems such as iPM, with experience in the use of Microsoft desktop software such as Word, Excel, and Outlook.

### 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).