

<b>Position</b>	Emergency Department Clerk
<b>Classification</b>	ASO2
<b>Division</b>	Medicine, Cardiac & Critical Care
<b>Department / Section / Unit / Ward</b>	Emergency Department
<b>Role reports to</b>	Operationally: > Emergency Department Clerical Manager Professionally: > Emergency Department Clerical Manager
<b>CHRIS 21 Position Number</b> M54440 / M56466	<b>Role Created / Review Date</b> 30/01/2023
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Emergency Department Clerical Unit provides a 24 hour a day, seven days a week clerical service. Providing service primarily to the Emergency Department but also to other key areas of the hospital. The key objective is to effectively coordinate the registration of all patients attending the department and arrange admission/ facilitate discharge where necessary.

### Direct Reports: (List positions reporting directly to this position)

> N/A

### Key Relationships / Interactions:

Internal:

- > Clerical Manager
- > Medical Staff
- > Nursing Staff
- > Communications Clerk
- > EECU Ward Clerk

External:

- > SA Ambulance Service
- > SA Police

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working a 24/7 rotating roster
- > Flexibility and ability to work within a fast pace, unique environment which requires empathy, maturity and resilience.

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**Resilience**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

**General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety Act) 2017 (SA)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > *Mental Health Act 2009 (SA)* and Regulations.

### Handling of Official Information

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for *Health Care Act 2008* employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
<p><b>Administration &amp; Documentation</b></p> <p>The Emergency Clerk is responsible for the provision of an efficient clerical service in the Emergency Department by ensuring:</p>	<ul style="list-style-type: none"> <li>&gt; Registration, using the computer data base, of all patients presenting for treatment including interviewing in the treatment areas of Emergency and identification of customer and patient needs</li> <li>&gt; Ensuring all documentation is accurate and completed in a professional and timely manner and is in accordance with any organisational and/or legislative requirements where applicable</li> <li>&gt; Processing patient admissions to the wards and EECU according to procedures</li> <li>&gt; Creation of medical records for all new patients and updating record details for existing and old patients, including the retrieval of case notes from the Medical Record Department in and out of hours for other areas of the hospital</li> <li>&gt; Where the presentation is related to compensable issues, completion of relevant paperwork (Work Cover, Motor Vehicle Accident etc) and forward to Finance Department as well as record on the computer system</li> <li>&gt; Arranging for the completion, collation and filing of all related documentation and directing to the appropriate treating staff</li> <li>&gt; Arranging for discharge details to be recorded on the database and paperwork to be collated.</li> <li>&gt; Completing all documentation related to medical records, transport and appliances</li> <li>&gt; Retrieval of case notes after hours and assuming responsibility for the provision of medical records</li> <li>&gt; Participation in the Mass Incident Plan by acting as information officer and assisting medical staff who are assessing patients on arrival</li> <li>&gt; Where required provide administration support to Emergency Department staff</li> </ul>
<p><b>Customer Service</b></p> <p>Contribute to the maintenance of a high organisational standard of Customer Service by:</p>	<ul style="list-style-type: none"> <li>&gt; Liaising with relatives, ambulance officers, police in relation to patient presentation and admittance and deal with their needs in a timely manner</li> <li>&gt; Always Acting in a professional manner when dealing with internal and external clients</li> <li>&gt; Maintaining confidentiality on all issues relating to the organisation, the clients, and fellow colleagues</li> <li>&gt; Treating all customers with respect and equality whilst being responsive to their needs</li> <li>&gt; Maintaining a professional and pleasing telephone manner and being responsive to telephone enquiries</li> <li>&gt; Maintaining dress and personal presentation standards appropriate to the working environments and that always reflect organisational standards and regulations.</li> </ul>
<p><b>Teamwork &amp; Communication</b></p> <p>Contribute to an environment of positive teamwork and communication by:</p>	<ul style="list-style-type: none"> <li>&gt; Working harmoniously with other team members to achieve service delivery excellence</li> <li>&gt; Resolving any workplace conflict or grievances in a professional manner and through the correct organisational processes</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Maintaining and initiating regular and professional communication with all relevant colleagues and managers</li> <li>&gt; Ensuring that adequate cover is provided by using delegation to call relief staff when necessary and assist in the training of casual staff as required</li> <li>&gt; Making yourself available for roster relief when shortfall or illness occurs</li> </ul>
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Nil

### Personal Abilities/Aptitudes/Skills

- > Ability to deal with members of the public and respond empathetically to a range of difficult needs and priorities.
- > Ability to organize and prioritise work and to meet deadlines.
- > Understanding of, and commitment to, patient confidentiality requirements.
- > Sound keyboard skills including data entry.
- > Ability to communicate effectively with a range of people including patients, their families, ambulance officers, medical and nursing staff and police officers.
- > Ability to cope with a fluctuating workload.
- > Ability to resolve conflict in a constructive way.
- > Ability to work as part of a team.
- > Ability to demonstrate a flexible and adaptable approach to work requirements.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Experience working in an area of public contact.
- > Experience working with computer systems.
- > Experience using filing and record keeping systems.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

**2. DESIRABLE CHARACTERISTICS** (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Knowledge of EPAS computer system

**Experience**

- > Proven experience in basic computing skills, including email and word processing.
- > Experience working in a major public health centre
- > Experience working in an Emergency Department
- > Experience working with medical records
- > Experience working shift work
- > Experience working with minimal supervision

**Knowledge**

- > Awareness of the Charter of Health and Community Services rights.

**Educational/Vocational Qualifications**

- > Nil

**Other Details**

## Organisational Overview

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

## SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)





**Code of Ethics**

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Emergency Department Clerk in the Medicine, Cardiac & Critical Care and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date