



# **Administration Support Services Realignment Consultation Paper Calvary Health Care Kogarah April 2021**

## 1. Background

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An Admin Services 90 Day Challenge ('Challenge') commenced in September 2020 and was initiated in order to understand and make recommendations for improvements to the current administration support services and processes within Calvary Health Care Kogarah (CHCK). The scope of the Challenge included administration services for main switch, outpatient clinics, Day Rehabilitation Unit (DRU), ward clerks and CSOs, bereavement, CCH (Calvary Community Health) and medical administration. Out of scope of the Challenge was finance, recruitment, Community Palliative Care Team and Mary Potter House.

The Challenge included meetings with a representative group of administration staff to look at topics including Mission and Values, processes, staff culture, education, systems, infrastructure and opportunities. As agreed during the Challenge, the HR Manager also walked through some administrative processes to obtain additional information on concerns raised within the Challenge. The summaries of the meetings held and overall summary of the outcome of the Challenge are attached.

The issues raised during the challenge and the necessity to make changes to the admin services structure due to updated systems and the challenges posed by Covid, have led to a proposed realignment of some administration services and positions as outlined below.

The scope of this realignment proposal is administration services within main switch, outpatients, inpatients, bereavement, medical admin, CCH Switch, ELP/DAS. Not in scope are administration services in DRU, Finance, Information Services, TACS, ACAT, Intake and Placements.

## 2. Guiding Principles

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In helping shape the future of administration services, CHCK are committed to respectfully engaging and supporting all administration staff in line with our mission and values.

We aspire to create a fair, just, efficient, streamlined, contemporary, responsive Administration Service to support the needs of all that CHCK offers.

The following guiding principles have informed decision making and the framework for the proposed changes to administration services and positions:

- ✓ Care of our patients and clients and being for others is the focus of all services within Calvary including administrative services
- ✓ All existing administration staff will be retained and no-one will lose their job
- ✓ All admin staff and their managers will be involved in a consultative and collaborative manner
- ✓ Opinions will be sought and heard
- ✓ The proposed changes are in line with best practice, process improvements and increased efficiencies to ensure we are offering the best service we can
- ✓ Communication channels will be increased and improved
- ✓ There is a fair distribution of workload and equity in salaries and responsibilities
- ✓ All staff whose roles will be impacted in any way will be involved and supported throughout the process
- ✓ Relevant education or training will be provided.
- ✓ That whilst consultation will occur, not all opinions and ideas can be incorporated and that that all involved need to be open to new ideas and potential compromises
- ✓ As part of the consultation process, feedback will be provided in relation to changes/suggestions that cannot be incorporated



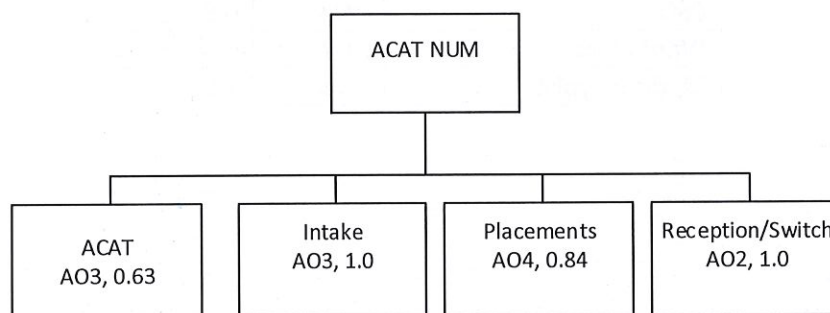
### 3. Current Structure

The administration staff at Calvary Health Care Kogarah report to either the Administration Manager or the manager of the team or unit to which their position provides administrative services. The position of Administration Manager was created in 2010 to bring together all the admin staff within one team and oversee all administrative functions of the organisation. In 2019 the position reduced from full time to part time (3 days a week) and a number of positions and some responsibilities were devolved to unit managers.

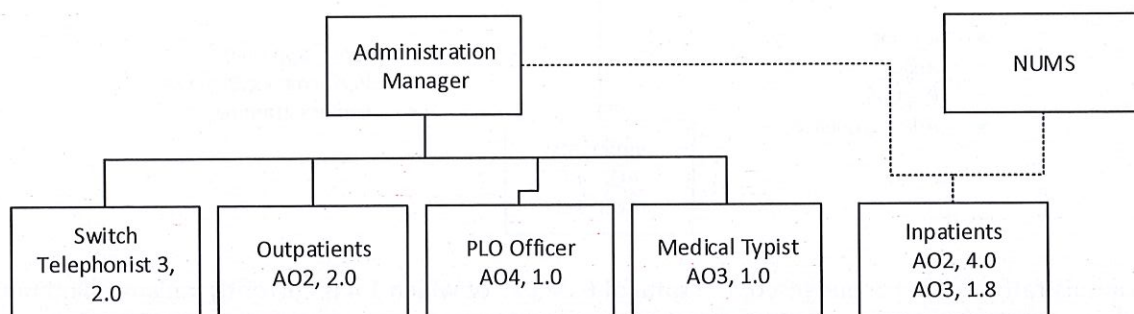
Currently the Administration Manager is responsible for managing the main switchboard and reception, outpatient clinics and PLO. The position is also responsible for the admin casual pool, leave requests and Kronos for all admin staff, admin rosters and operational fleet matters.

The Challenge revealed some administration staff felt that the reporting lines and requirements in terms of advising of sick leave, leave approvals and other management functions have become unclear and there are occasions when they have to let multiple people know when they are off sick or when requesting leave.

#### 3.1 Current CCH Organisation Chart



#### 3.2 Current Main Building Organisation Chart



### 3.3 In Scope Budgeted Administration FTE Total 20/21

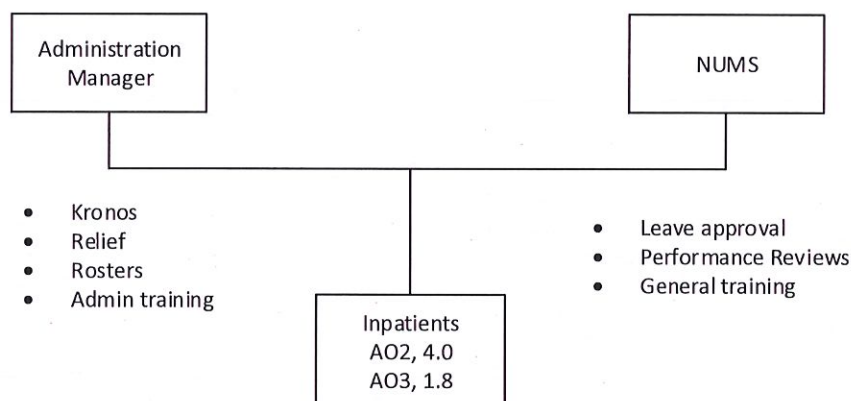
Position	Level	FTE
Clinics	AO2	2.0
Ward Clerk & Synaptix	AO2	3.94
CSO	AO3	2.1
Medical Typist	AO4	1.0
Bereavement	AO3	1.0
CCH Switch	AO2	1.0
MPH Accounts	AO2	0.08
ELP/Driver Assessment	AO3	1.05
Administration Manager	HM1	0.63
CPCT	AO5	1.0

### 3.4 In Scope Budgeted Vacant FTE 20/21

Position	Level	FTE
CSO	AO3	0.8
Ward Clerk	AO2	0.8
Medical Typist	AO3	1.0

## 4. Inpatients

### 4.1 Current Structure



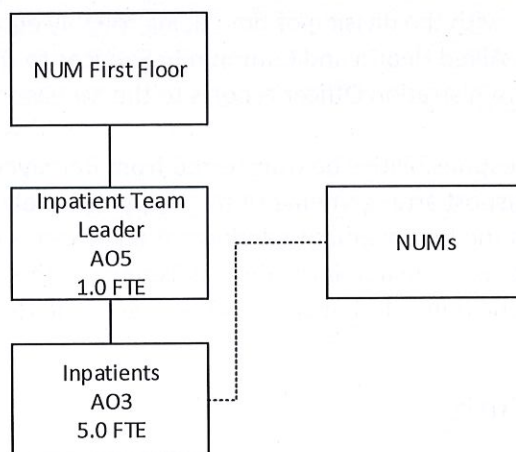
Inpatient administration staff are budgeted as a total of 6.04 FTE of which 1.4 is currently vacant (filled temporarily). The Ward Clerks (AO2) work across three wards and the fourth Ward Clerk is responsible for Synaptix data entry and one CSO (AO3) works on each wards. There are a number of part time staff working across both CSO and Ward Clerk positions. The Ward Clerk positions are full time and the CSO positions are 0.6FTE. Currently the CSOs work 4 days at 6 hours a day. The Ward Clerks rotate to different wards and the Synaptix position, their Kronos and roster being managed by the Administration Manager.

The Ward Clerk and CSO workload can be variable, depending on the number of admissions and discharges or issues that need to be dealt with on the day.



The issues raised at the Challenge included no sense of belonging to a team, and requests to be permanently placed on a ward and have the NUM as line manager. There were also issues raised with rotating to the Synaptix role, feeling left out of decisions and information sharing, and a request that the Synaptix role be regraded to AO3 due to the data entry requirements.

## 4.2 Proposed Structure



## 4.3 Team Leader and Admin Officers - Inpatients

It is proposed that the duties of the Ward Clerks and CSOs are amalgamated into one position, Inpatient Administration Officer and regraded from AO2 to AO3. Additionally one of the CSO positions, currently vacant, will be regraded into a Team Leader AO5 position. The total FTE proposed is therefore 1.0FTE Team Leader and 5.0FTE Inpatient Administration Officers.

The allocation of the 5.0FTE AO3 positions to specific wards and days and hours of work will be negotiated during the consultation process. In line with the services requirement and to fairly distribute administrative services across the 3 wards, the two current incumbents of the permanent CSO positions will be required to work 3 x 8 hour days rather than the current 4 x 6 hour days.

The Team Leader will report to the NUM Rehab First Floor. The other 5 Inpatient Administration Officers will report to the Team Leader with a dotted line to the NUM on the ward on which they work. Two Inpatient Administration Officers will work on Rehab ground floor and Pall Care with the 5<sup>th</sup> working on Rehab First Floor. It is anticipated that all Inpatient Administration Officers will work primarily on the same ward, but that they can be allocated to another ward by the Team Leader if required for backfill. Any movement between wards or changes to days of work will be managed by the Team Leader. The Team Leader will be responsible for supervising the Inpatient Administration officers, allocating work, rostering, process improvement, approving leave and arranging backfill.

It is anticipated that the duties of the two current roles of CSO and Ward Clerk will continue to be allocated between the two new Inpatient Administration Officers as they are presently. However this proposed structure will allow the Inpatient Administration Officers to learn all aspects of inpatient administration requirements, assist each other wherever the workload is greatest and provide backfill in both roles as required. Synaptix data entry responsibilities will return to the Inpatient Team and relevant ward.

It is proposed that patient transport arrangements also be returned to the inpatient administration team. The NUM First Floor will have overall responsibility, management and decision making for transport arrangements with the assistance of the Team Leader and the rest of the inpatient administration team as appropriate.

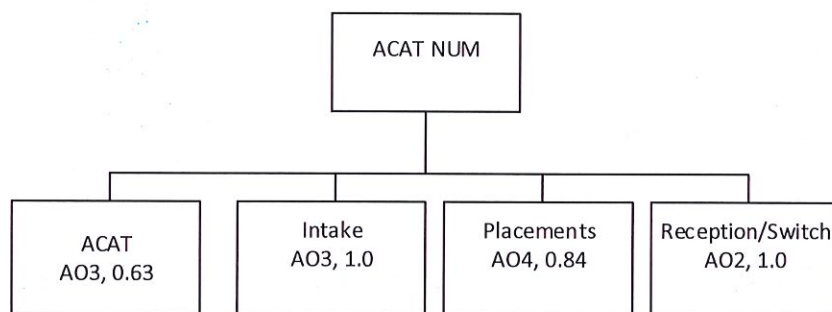
## 5. Bereavement

Currently the full time Bereavement Administration Officer has three distinct responsibilities: Bereavement Services; Holistic Healing and Patient Transport with the division of time being roughly equal. Bereavement Services were moved from reporting to the Director Allied Health and Community Services to Director of Mission Integration at the end of 2020 and the Bereavement Administration Officer reports to the Manager Bereavement Services.

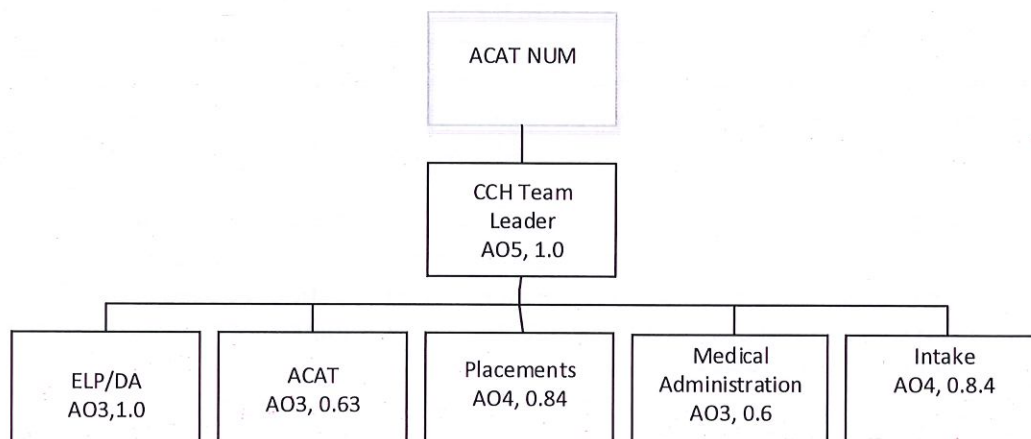
It is proposed that patient transport responsibilities be transferred from Bereavement to the NUM First Floor Rehab and the Team Leader Inpatients. Transport arrangements sit more appropriately within the wards and the ward clerks arrange patient transport when the Bereavement administration officer is on leave. This will free up the Bereavement Administration Officer to provide administration assistance to the Director Mission Integration and the Mission Directorate as a whole. The position will change reporting line to the Director of Mission Integration.

## 6. Calvary Community Health

### 6.1 Current Structure



### 6.2 Proposed Structure







### 6.3 Team Leader CCH

It is proposed that a new position of Team Leader CCH (AO5) be created. The Team Leader will be located in the reception area of CCH and report to the ACAT NUMs. The Team Leader will supervise the CCH administration team (process improvement, Kronos, arrange leave relief etc) and provide administration services to the Rehabilitation Medical Officers, executive assistance support to the Director Medical Services and manage JMO rostering, vacancy replacement and management of timesheets. This position will replace the vacant Medical Typist (AO3) position which will be deleted.

### 6.4 CCH Switch/Reception

The key duties of the CCH Switch role are to provide reception services for clients on the phone and in person. Additional duties include answering the ELP buzzer, fleet car administration, updating and maintenance of staff whiteboard, administrative support for interviews, equipment and room bookings and recently billing has been added to the duties.

In response both to the Coronavirus Pandemic and office space requirements predating the pandemic, patients and clients no longer access the CCH building and the reception duties have therefore been greatly reduced. The CCH Switch telephone number will be redirected to the Main Switch. The use of the whiteboard in the CCH building, which indicates staff members are out of the office will be reviewed by the Team Leader CCH and alternative practices explored such as examining a computerised solution, using the main switch capabilities, an online spreadsheet, emailing main switch or advising managers.

The current relief roster for sitting at reception and answering the phone will no longer need to be maintained as all calls will go through to the main switch.

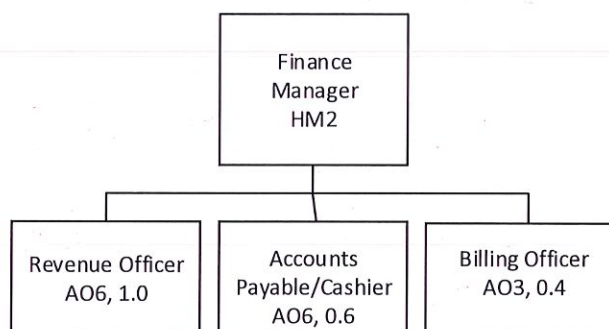
Fleet operational and administration requirements will be managed by the Team Leader Switch/Outpatients. It is anticipated that fleet administration will reduce with the use of an automated online system, being explored by a Fleet Working Group.

There is no requirement for assistance with interview arrangements as Calvary Careers allows for uploading of documents and issuing of emails and interview arrangements to be carried out electronically. All interviews are now held in the main building due to Covid screening requirements so additional face to face support within CCH building is no longer required.

An additional responsibility of the CCH Switch position is answering the ELP buzzer, which is linked to the equipment storage room. A mobile phone has been allocated to the ELP/DA admin position and the buzzer will be redirected to call the mobile phone. The mobile phone can be kept at all times by the ELP/DA admin position. A roster of who can take the phone during ELP/DA admin lunch break can be managed by the Team Leader.

Due to the changes being made to the CCH Switch the Reception position is no longer required and it is proposed that the position be deleted and the two incumbents be matched to the new Billing Officer position and an amended Medical Typist position.

#### 6.4.1 Proposed Finance Organisation Chart & Billing Officer Position



The 0.4 FTE incumbent, responsible for invoicing in addition to switch duties, will be matched to the new position of Billing Officer (AO3, 0.4 FTE). The Billing Officer will report to the Manager Finance, be located in Finance and be responsible for payments and invoicing reporting to the Finance Manager.

#### 6.4.2 Medical Administration Palliative Care

The 0.6 FTE CCH Switch incumbent will be matched to the amended currently vacant Medical Typist position (AO3, 0.6FTE), reporting to the Team Leader CCH, relocated in the Conference Centre and be responsible for Palliative Care medical administration and Conference Centre bookings and equipment.

## 7. Equipment Loan Pool/Driver Assessment

There have been issues raised by ELP/DAS administration in relation to taking payments for Driver Assessment clients in the main building, having a space to talk to clients, availability and booking the driving assessment room and having to share it with speech therapists, who require a sound proofed office.

Driver Assessment Services are more closely aligned with outpatient services, requiring assistance and space in the main building. It is therefore proposed that the office currently occupied by Chemtronics, which is soundproofed, be used by Speech Therapy. The Driver Assessment Manager will be relocated to the driver assessment office and be given sole use of this space. Alongside this the Driver Assessment administrative duties will be reallocated to the Team Leader Switch/Outpatients and the Switch/Outpatients Team.

It is proposed that payments and invoicing for both ELP and Driver Assessment be managed by the Finance Department. The Security Audit carried out in September 2020, identified risks and issues with cash handling so it is proposed that all cash handling/payments/invoicing and debt collection be centralised in order to reduce risk and ensure that processes are in line with the Accounting Manual for Public Organisations (7.22, 7.24, 7.25). This will also address issues in relation to the admin officers having to walk from the CCH building to the main building or the ELP store room in order to take payments. It is proposed that a member of the finance team work with the ELP/DA administration officers and managers to map processes and ensure all requirements from both the services and finance side are addressed.

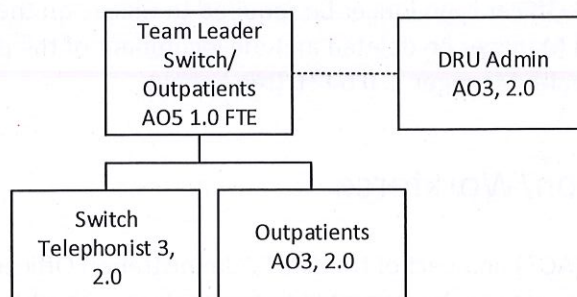
The reallocation of the driver assessment and cash handling and invoicing duties from the ELP / Driver Assessment position will reduce the duties of the position considerably. It is proposed that duties related to NDIS administration replace the duties that have been reallocated. NDIS administrative tasks will be allocated by the Director Allied Health and Community Services and a new position of Project Coordinator. The position will have the position title of ELP/NDIS Administration Officer.





## 8. Switch/Outpatients

### 8.1 Proposed Structure



A new position of Team Leader Switch / Outpatients, AO5, fulltime will be created. The Team Leader will be responsible for Switch and Outpatients, the casual administration pool, supervision of Driver Assessment Services administration and patient liaison and relieve on the Switch and Outpatients when required. The CCH and Inpatient Team Leaders will arrange leave relief for their respective teams in collaboration with the Team Leader Switch/Outpatients. The Team Leader Switch / Outpatients will also be responsible for arranging leave relief for other administration positions within the organisation eg Day Rehabilitation Unit and other CCH admin positions. Team Leader will also be responsible for system improvements in DRU and the DRU admin team will report professionally to the Team Leader who will provide training, coaching and mentoring.

### 8.2 Outpatients

As outlined in section 7, it is proposed that the Outpatient team manage the administration and client liaison responsibilities of the Driver Assessment Service. Arranging, rearranging and managing Driver Assessment Services is complex and currently managed by the Driver Assessment Admin Officer graded as AO3.

The workload of the Outpatient admin team was reduced in 2019 when Dr David Gorman's clients no longer attended CHCK outpatients. His clients were around 50% of outpatient activity. Staffing was essentially not reduced at that time. This reduction in workload provides the Outpatient Admin Officers with the capacity to manage Driver Assessment Services administration which has been reallocated from CCH, noting that the Team Leader Switch/Outpatients has overarching responsibility for DAS administration.

Due to these increased responsibilities it is proposed that the 2.0 FTE in outpatients, currently graded as AO2 be regraded to AO3. Additionally by regrading the outpatient admin officers to the same level as the majority of administration officers within CHCK, they will have the flexibility to work in other administrative positions within the organisation.

A new generic email address be set up with access given to the Team Leader Switch/Outpatients and all switch staff. This address can be used to advise of movements of staff when necessary and if visitors are expected. Many staff in the CCH building will be issued with mobile phones which reside with the position rather than the person and therefore calls can be transferred to mobiles rather than landlines, with the option for leaving messages available.

### 8.3 Administration Manager

The responsibilities of the Administration Manager have been devolved to the three new Team Leader positions. The reporting line for the PLO Officer has also been moved from the Administration Manager to report into the Patient Flow Manager and the PLO Officer is no longer be required to relieve on the switch. It is therefore proposed that the position of Administration Manager be deleted and the incumbent of the position be matched to a new position of Project Coordinator, Health Manager 1, 0.6 FTE (see below).

## 9. Medical Administration/Workforce

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There is 1.0 FTE of medical typing (AO3) and part of the CPCT Administration Officer's position dedicated to medical workforce, administration and assistance to the Director Medical Services. The 1.0 FTE of medical typing is currently vacant as the incumbent resigned and the organisation moved to a transcription service at the end of 2020, which has greatly reduced the requirement for a dedicated medical typist position. When the medical typist position became vacant in August 2020 the CPCT Admin Officer (AO5) was allocated 3 days exclusively to Medical Workforce and Administration with the CPCT part of the role backfilled. This position has managed the transcription service and medical correspondence within the 3 allocated days.

As outlined in 6.3 above, a new role of Team Leader CCH and Rehab Medical Administration (AO5) will be created. The duties of this role will include executive assistance to the Director Medical Services, JMO workforce and a range of administration services to medical officers including printing and distribution of letters generated by the Synapse software. The position will be located in the CCH building for easy access by Rehab Medical Officers.

As outlined in 6.4 above, the responsibilities and FTE of the current Medical Typist position will be amended to provide a range of administration services to the Pall Care medical officers. This position will be located in the Conference Centre in the office that the Ward Clerk, Synaptix Data Entry currently occupies, close to the Pall Care Medical Officers. This position will also provide assistance to visitors/users of the Conference Centre as required. The incumbent of the 0.6 FTE CCH Switch position that is being deleted will be matched to this position.

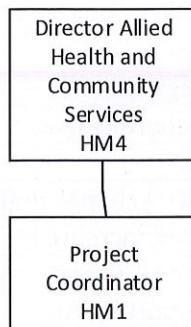
The CPCT/Medical Workforce position will return primarily to CPCT responsibilities and continue TESL administration. Note that this position will relocate to the cottages when the CPCT team relocate. It is anticipated that CPCT will increase activity and require more administrative support. This position will continue to provide meeting support for medical and other meetings and provide administrative assistance to the Leadership Team as required.

Onboarding and recruitment of Medical Officers will be allocated to the HR Administration Officer.



## 10. Project Coordinator

### 10.1 Proposed Structure



A new position of Project Coordinator, Health Manager 1, 0.6 FTE, has been created. The Project Coordinator will report to the Director Allied Health and Community Services and be responsible for service development projects including NDIS implementation and administrative processes.

## 11. Admin 90 Day Challenge

Various other suggestions and ideas raised during the Admin 90 Day Challenge are attached as Appendix 1. Some of the suggestions/issues have been implemented. A number of process improvements and suggestions can be reviewed and implemented as appropriate when the new Team Leader positions are filled in collaboration with the current administration staff.

One of the issues raised by the Challenge was that reporting lines and who to call for unplanned absences was unclear. The proposed realignments provide clarity as to leave and payroll responsibilities including Kronos entry, rostering, backfill and leave approvals. A CHCK policy in relation to management of unplanned absences is in development which will clarify reporting and back fill requirements for the whole of CHCK.

It has been noted that the number of administration staff able to take minutes is very limited and it is proposed that the Team Leaders provide meeting support relative to their portfolios and coach and train their team members in minute taking so that they can provide minute taking services throughout the organisation as required.

A further concern raised by the Challenge was that there are limited career or growth opportunities for administration staff within CHCK. The creation of three Team Leader positions addresses this concern by providing a clear succession plan and growth and promotional opportunities in all areas of administration services.

## 12. Summary of Proposed Changes

### 12.1 Positions Changing/Deleted

Current Position	Level	FTE	Proposed Change	Report To
Switch	T3	2.0	Change in reporting line	TL Switch/Clinics
Clinics	AO2	2.0	Regrade AO3	TL Switch/Clinics
Ward Clerk	AO2	4.0	Regrade, (AO3) change duties & reporting line	Team Leader Inpatient
CSO	AO3	1.8	Change duties, increase FTE	Team Leader Inpatient
Bereavement	AO3	1.0	Change duties & reporting line	Director Mission Integration
CCH Intake	AO3	1.0	Change in reporting line	Team Leader CCH
CCH Placements	AO4	0.84	Change in reporting line	Team Leader CCH
CCH Switch	AO2	1.0	Delete position	
Medical Typist	AO3	1.0	Change duties & reporting line	Team Leader CCH
MPH Accounts	AO2	0.08	Delete position	
ELP/DAS	AO3	1.05	Change duties & reporting line	TL CCH
Admin Manager	HM1	0.63	Delete position	
CPCT/Medical	AO5	1.0	Change of responsibilities	CPCT NUM
Manager Driver Assessment			Relocate to Main Building	

### 12.2 New Positions

New Position	Level	FTE	Report To	Notes
Billing Officer	AO3	0.4	Finance Manager	CCH Switch matched
Team Leader - CCH	AO5	1.0	NUM ACAT	Advertised
Team Leader - Switch/Outpatient	AO5	1.0	Director Corporate Operations	Advertised
Team Leader - Inpatients	AO5	1.0	NUM First Floor Rehab	Advertised
Project Coordinator	HM1	0.6	Director Allied Health and Community Services	Administration Manager matched

### 12.3 Positions to be Regraded

- Ward Clerks – change of duties, regrade (AO3) and reporting line
- Outpatient Clinics – regrade (AO3) and reporting line

### 12.4 Positions to be Amended

- CSO – change of duties and reporting line
- Medical Typist – change of duties and reporting line
- CPCT/Medical – change of duties and reporting line
- ELP/DAS – change of duties and reporting line
- Bereavement – change of duties and reporting line
- Switch – change of reporting line



## 13. The Realignment Process

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All changes will be managed as per *NSW Health PD2012\_021 Managing Excess Staff of the NSW Health Service* and *SESLHD PD/180 Management of Organisational Realignment*s.

Endorsement from Calvary National has been obtained therefore once the proposed realignment is approved, all current permanent staff members that will be affected will be informed in writing.

## 14. Consultation

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Consultation and information gathering occurred prior to the development of this alignment proposal. Issues and concerns were raised as part of the Admin 90 Day Challenge. The HR Manager walked through processes and assessed the workloads for a number of administration positions (Intake, ELP/DAS, CSO, Ward Clerk, CCH switch, main switch, Bereavement) and used that information to inform this proposal. The outcome of the Admin 90 Day Challenge was presented at the Heads of Department Meeting and to the Admin Challenge participants. Members of the CHCK leadership team then consulted with individual managers and developed this proposal after a thorough a discernment process.

Directly impacted staff members have taken part in discussions in which they have been informed of the impact on their own position by the proposed alignment prior to release of the Alignment Paper.

This Alignment Paper will be released for consultation for four weeks. Affected staff members and all other staff members will be given an opportunity to meet with the General Manager and appropriate members of the Leadership Team to provide feedback. Written feedback can also be sent to the General Manager.

The Health Services Union (HSU) will be notified of the proposal and provided with the Alignment Paper, as well as an opportunity to comment on the proposal.

## 15. Implementation and Evaluation

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The proposed changes to structure, reporting lines and position descriptions will be implemented following consultation, taking into account any changes agreed during the consultation period. The Team Leader positions will need to be filled before effecting some of the changes. An implementation plan will be developed individually with each relevant manager taking into that specific departments requirements. The workload for the new and changed positions may be variable and the roles and responsibilities will be regularly reviewed to ensure equitable sharing of work and that the positions are effective. A more formal evaluation will take place after 6 months.

## 16. Availability of Counselling Services

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The Employee Assistance Program (EAP) is available to provide confidential counselling and support to all staff through this process. Converge International can be contacted on 1300 687 327, to make an appointment. This number is answered 24 hours per day, seven days per week, to facilitate enquiries, book requests and to provide assistance.

## 17. Realignment Time Frame

Task	Indicative Timeframes – week beginning
Fleet Working Party Commences	22 March 2021
Proposed Position Descriptions submitted to SESLHD Grading Committee for grading	29 March 2021
Realignment Consultation Paper Completed	29 March 2021
Consultation period with staff and unions commences	6 April 2021
Heads of Department Meeting	6 April 2021
Consultation Meetings <ul style="list-style-type: none"> <li>• 6 April 2pm Conference Centre</li> <li>• 9 April 2pm Conference Centre</li> <li>• 20 April 2pm Conference Centre</li> <li>• 23 April 2pm Conference Centre</li> </ul>	6 April 2021 – 23 April 2021
Additional meetings to be arranged as required	
Mapping of billing and cash handling	6 April 2021
Consultation period closes	30 April 2021
Feedback reviewed and considered	3 May 2021
Final consultation document, incorporating any changes identified during consultation, to be circulated	3 May 2021
Letters to affected staff and matching to positions	3 May 2021
Team Leader Positions advertised	3 May 2021
CCH Switch position moves to Billing /Medical Admin and CCH phone numbers transferred	May
Implementation plans developed with individual managers/teams	May





## 18. Attachments

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No	Document Description
1	Summary of meetings and outcome of 90 Day Challenge
2	Position Description Team Leader - Inpatients
3	Position Description Admin Officer - Inpatients
4	Position Description Team Leader - CCH
5	Position Description Team Leader - Switch/Outpatients
6	Position Description – Admin Officer - Outpatients
7	Position Description Billing Officer
8	Position Description Admin Officer - Pall Care Medical
9	Position Description Admin Officer - ELP/NDIS
10	Position Description Project Coordinator
11	Position Description Admin Officer - Mission and Bereavement
12	Position Description Admin Officer - CPCT





# Admin 90 Day Challenge Summary

## Process

The Admin 90 Day Challenge commenced in September 2020. The scope of the Challenge included main switch, outpatient clinics, DRU, ward clerks and CSOs, bereavement, CCH and medical. Excluded was finance, recruitment, CPCT and MPH. A series of meetings were held with stakeholders, which resulted in a number of suggestions, additional information gathering and some key issues to be addressed.

## Key Issues to be addressed (in line with Calvary Strategic Intent)

<b>A focus on quality and safety</b> <ul style="list-style-type: none"> <li>➤ Changes required due to Covid restrictions</li> <li>➤ Updating of procedure manuals</li> <li>➤ Further training and education</li> </ul>	<b>Care of our people and our working environments</b> <ul style="list-style-type: none"> <li>➤ Reduce multiple managers</li> <li>➤ Increased sense of belonging to a team</li> <li>➤ Clear lines of communication and provision of critical information</li> </ul>
<b>Partnering and planning for the present and the future</b> <ul style="list-style-type: none"> <li>➤ Best practice cash handling and payments</li> </ul>	<b>Caring for our resources</b> <ul style="list-style-type: none"> <li>➤ Reduction of duplication of responsibilities</li> <li>➤ Clear avenue for process improvement</li> </ul>

## Immediate Outcomes

Issue	Outcome
Increase information sharing	Recording of Staff Forum to be made available on intranet People Manager email list created for dissemination of information
Multiple Managers	Clarify reporting lines, leave approvals and sick leave notification
Relief roster CCH switch	Relief roster removed
Podiatry referrals	Clarified with Administration Manager and Manager Podiatry
Training	Training in Kronos, Finance1 and Synaptix to be arranged
Fleet	Working group to look at fleet software system
Confirming Appointments	Roll out of SMS reminders
CCH Intake Process (access)	Clarified issue is conflict of interest and not possible

## Further Outcomes

The next changes will require further discernment, involve greater changes and will be developed in consultation with all those involved.

- \* Review and restructure of some roles, responsibilities and position descriptions
- \* Development of task lists in addition to PDs
- \* Allocation of update of procedure manuals to specific roles
- \* Review of cash handling and billing
- \* Process mapping of billing, driver assessment, ELP





# ADMIN 90 Day Challenge

16 September 2020

<u>Mission and Values</u>	<u>Process</u>	<u>Staff Culture</u>	<u>Education</u>
<ul style="list-style-type: none"> <li>• Not always followed-Re. Communication – Welcoming</li> <li>• Not always followed – it feels like no-one cares</li> <li>• Values are not demonstrated by all staff across the hospital</li> <li>• Poor communication from some managers i.e. Director of Community Services and Allied Health.</li> <li>• Poor responses from some upper management</li> <li>• Lack of compassion/caring in some situations</li> <li>• Some really live the values - not all</li> <li>• Supportive admin team in CCH – always look out for each other</li> <li>• Great supportive admin. Many can backfill each other</li> </ul>	<ul style="list-style-type: none"> <li>• CCH Intake process to be assessed</li> <li>• CCH needs to be able to finger scan in CCH</li> <li>• Synaptix/Ward clerk spending a lot of time checking up on other people's work</li> <li>• Review process regarding podiatry referrals from My Aged Care to CCH Intake</li> <li>• Reduction in staffing levels</li> <li>• Relief roster on CCH switch for Admin to be reviewed</li> <li>• Permission given to make/suggest new processes</li> <li>• Overthink the process, sometimes overwhelming</li> <li>• IRU casual pool staff – big list-but many people not available (more than 3 months)</li> <li>• Roster for CCH switch relief now falls on fewer staff since some admin roles have been reduced.</li> <li>• Ques for Photocopy machines even longer now as printers have slowed down in the past few months.</li> <li>• Communications sometimes lacking when processes change. Important information not always relayed effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Supportive Management in CCH</li> <li>• CCH Admin supervisors should be included in discussions relating to 90 Day admin challenge</li> <li>• Importance of communication and openness</li> <li>• Admin team is being dismantled, previously a cohesive team</li> <li>• Covid impact on many admin roles</li> <li>• Feeling more isolated because of Covid due to being separate from Hospital</li> <li>• Many feel their admin role is under review</li> <li>• Supportive management but not all of them</li> <li>• Great Admin staff morale in CCH</li> <li>• Nursing staff on Level 2 not happy and it effects my role</li> </ul>	<ul style="list-style-type: none"> <li>• Training in Finance 1 and Kronos only know basics</li> <li>• Synaptix- would like to know about implications of answers including funding</li> <li>• Training could be improved in Finance1 and other systems</li> </ul>





<u>Systems</u>	<u>Infrastructure</u>	<u>Opportunities</u>
<ul style="list-style-type: none"> <li>• Fleet car issues</li> <li>• Fleet users book for full day and don't use. Don't cancel when not required</li> <li>• Synaptix - concern that provided data will cause errors down the track</li> <li>• Non-efficient printer/copiers</li> <li>• Synaps has problems</li> <li>• Referrals on EMR-don't prompt you when they are about to run out</li> <li>• Need new telephone switchboard desperately</li> <li>• Limited access or no access to some systems e.g. no access to Assessor Portal in MAC</li> </ul>	<ul style="list-style-type: none"> <li>• Too many managers</li> <li>• More trained staff for some roles</li> <li>• Some managers are unable to be contacted</li> <li>• Not enough storage on Level 2</li> <li>• Ward clerk desks are so noisy</li> <li>• CSO desk on Level 2 noisy</li> <li>• Day Hospital not being used enough and it is too big</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of opportunity in some roles</li> <li>• Involve people impacted by decisions</li> </ul>





## Concerns

<ul style="list-style-type: none"> <li>Streamlining processes</li> <li>Increase workload</li> <li>Rumours about what is happening</li> <li>Lack of communication (no admin manager /Director)</li> <li>Other Managers of Admin not included</li> <li>Admin manager no longer admin supervisor- 3 days point of contact-no oversight</li> <li>Multiple managers – confusion e.g. If away annual leave</li> </ul>	<ul style="list-style-type: none"> <li>Frustration no-one to solve issues</li> <li>Ownership of roles and responsibilities</li> <li>Backfill CCH reception</li> <li>Procedure manuals</li> <li>No oversight of all roles</li> <li>Relief to attend these meetings</li> </ul> <hr/> <p style="text-align: center;">Positive – GM to meetings</p>	<ul style="list-style-type: none"> <li>Synaptix Role - Data Entry should it be a level 3 instead of a level 2?</li> <li>Ward Clerks could be permanently place on a floor instead on a rotating roster every 3 months. No other admin area/roles rotate.</li> <li>Could ward clerks line managers be the manger on the floor they are working on. E.g. if I was permanently place to work on First Floor can Simmi be my permeant line manager?</li> <li>Currently for Example I could work 3 months on First Floor, 3 months in Synaptix 3 months back Second Floor and 3 months back in synaptix and if Simmi my Direct line manager and I'm doing my performance review how can Simmi base my performance review on 12 months when I only spend 3 months working on First Floor and the remaining 9 months in other areas?</li> <li>Ward Clerks enter in synaptix data, do the fim calculators, and audit the fims and when there are changes we are not informed of the changes. There's that lack of communication. Ward clerk doing synaptix feel left out when decision have been made or discussed. We are not include but yet again we are the ones tracking the data and entering in the data</li> </ul>	<ul style="list-style-type: none"> <li>Ward clerks don't feel valued for the work they do. We feel like we are at the bottom of the food chain and mean nothing because we don't have a clinical degree and our thoughts and opinions don't matter.</li> <li>Lack of cover in synaptix role. When there hasn't been fulltime cover the work builds up and we fall behind in work, not only it affect us but it also effects other people.             <ul style="list-style-type: none"> <li>E.g fim calculator are not done therefore an estimated discharge date can't be given for the patient in a timely matter.</li> </ul> </li> <li>A lot of pressure put on ward clerks to work out transport, escorts, and taxi vouchers             <ul style="list-style-type: none"> <li>Not very supported from the NUMS. Example doctor wants a patient to go for an urgent CT scan and requires an escort.</li> </ul> </li> <li>Transport escort is already with a another patient, you inform the NUM of the situation, NUM replies I don't have an escort to go with patient tell the doctors, you tell the doctors the say patient need to go... You spend a lot of time going back and forwards with the doctors, NUM and transport, and the facility</li> </ul>
<ul style="list-style-type: none"> <li>Multiple Part timers</li> <li>Multiple roles</li> <li>Individual roles</li> <li>Transport added responsibilities if done on ward</li> <li>Concerned about job losses</li> <li>CPCT – cottages</li> <li>CCH old DA room</li> <li>Cash Handling – payments in main building</li> <li>Centralised payments</li> </ul>			



			and correct data errors.	<ul style="list-style-type: none"> <li>where the appointment to try and solve the issue. Ward Clerk job description/role should be reviewed. Don't think it's fair that some ward clerks do synaptix and some don't. One of the ward clerks KPI's is <i>"Data to be entered within 72 hours of discharge and end of month reported completed by 10th day of the month"</i> It's unfair that it's a KPI when not all the ward clerks do synaptix.</li> <li>Maybe Synaptix should become a permanent role with one person in that role and their line manager should be Frank Byrne.</li> </ul>
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<u>Communications (Lacking)</u>	<u>Billing</u>	<u>Ward Clerks</u>	<u>Review Process regarding Podiatry Referrals</u>
<ul style="list-style-type: none"> <li>No response to emails (Senior Execs)</li> <li>Requesting information/permission/approval – Holds up processes</li> <li>Things happening/rumours/changes</li> <li>CCH Minutes don't have all information</li> <li>Information not coming from HOD'S – used to be Admin Manager</li> <li>Some confusion – Who is HOD?</li> <li>No Admin meetings (Covid)</li> </ul>	<ul style="list-style-type: none"> <li>All payments (ELP/OA? Admin Safe-access?</li> <li>Security</li> <li>Not enough people to take payments</li> <li>Come to wards/reception (pre Covid – CCH)</li> <li>Driving program moved</li> <li>Payment: <ul style="list-style-type: none"> <li>Cash = HH- Kristen/ELP and DA – Kerry/Gisella</li> <li>MPH – Amy</li> <li>Medicare</li> <li>Synapse/Clinics/DRU/PLO/NDIS</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Report to NUM/appraisals</li> <li>Kronos Admin Manager</li> <li>Sick- AHNM-Text</li> <li>Report to one NUM but not always working on that ward</li> <li>Backfill? Synaptix person. Not always backfilled (not one day). Not clear. 1.0 FTE: Rest P/T could backfill.</li> <li>Same ward as often as can</li> </ul>	<ul style="list-style-type: none"> <li>Intake (Jenny/Anita)</li> <li>Access to Portal (different ream/portal)</li> <li>Karen to walk through process</li> <li>Go paperless?</li> <li>What paper do we need?</li> <li>Time wasting for clients</li> <li>Eligibility?</li> <li>Referral wards-Podiatry?</li> <li>eMr electronic referral access?</li> </ul>
<u>Synaptix Ward Clerks</u>	<u>CCH Admin Supervisors to be included</u>	<u>CCH Intake Processes</u>	<u>Printing out of EMR/IPM</u>
<ul style="list-style-type: none"> <li>Enter Data</li> <li>Paper forms completed (2 different forms and amongst ward clerks)- Rehab – Many/ Pall Care - CNC</li> <li>3 Month rotation (not currently)</li> <li>Full Time (unless backfilling)</li> <li>3 Licences so only 3 people can do it</li> <li>Working better now not done on ward</li> <li>Chasing forms/Files</li> <li>FIM calculator-chasing</li> <li>Doctors not completing Discharge Summary on time – Hold Up</li> </ul>	<ul style="list-style-type: none"> <li>Multiple Managers</li> <li>Ring in sick/leave =Kronos – Admin Manager and Manager (Call multiple people)</li> <li>Need mobile numbers of manager</li> <li>AHNM not passing on information</li> <li>Managers no access to Kronos/leave balances etc.</li> <li>Line Management responsibilities: <ul style="list-style-type: none"> <li>PR</li> <li>Kronos</li> <li>Leave</li> <li>Issues</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Trail of staff (ACAT/Assessments) AH and Nursing</li> <li>Central intake community Waverly – printer queue (slow) Server issues- CCH and hospital wide</li> <li>Referrals via My Aged Care</li> <li>Booked by central intake</li> <li>Lot of people – unnecessary processes</li> <li>Over handled</li> <li>Hospital could come directly</li> <li>Karen sit with Anita to see process</li> <li>No access ACAT Portal – Ask Jenny (not Friday Sue/Leigh)</li> </ul>	





<u>Ownership of Roles and Responsibilities</u>	<u>Relief to Attend these Meetings</u>	<u>Communications</u>	<u>Transport</u>
<ul style="list-style-type: none"> <li>• Cleaners/Nurses</li> <li>• Pride in workplace (Tidiness and cleanliness)</li> <li>• Shredders (emptying)</li> <li>• 'Not my job'</li> <li>• Emails/Pager-changes in admissions – Drs role</li> <li>• Electronic Task List – Alert-Admit Pt</li> <li>• Clinics-Cleaning Rooms/Changing sheets/Instructions</li> <li>• Walk Through</li> <li>• Admin Supervisors=Accountability</li> <li>• FIM/Discharge chasing (New Database)</li> </ul>	<ul style="list-style-type: none"> <li>• DRU can't get here (need relief)</li> <li>• TACS admin (can't be unattended)</li> <li>• Reception CCH</li> <li>• ELP not able to come</li> </ul>	<ul style="list-style-type: none"> <li>• HOD / Director (s) Tom or Sam/Info to Julie/Admin</li> <li>• Key stakeholders – Julie (not HODs)- Refurb</li> <li>• Staff Forums-Recordings to be made available</li> </ul>	<ul style="list-style-type: none"> <li>• Change appointment due to escort not available = frustrating and time consuming</li> <li>• Not all information/Wrong Information</li> <li>• Not combining visits</li> <li>• Walk through process</li> <li>• Working Party</li> </ul>
<u>Podiatry</u>	<u>Procedure Manuals</u>	<u>Frustration No-one to Solve Issues</u>	
<ul style="list-style-type: none"> <li>• What are Barriers/Challenges- Julie's issues (My Aged Care was easier)</li> <li>• Save paper printing</li> <li>• Clarification client eligibility</li> <li>• Reduction numbers (Covid)</li> <li>• Key Stakeholders               <ul style="list-style-type: none"> <li>○ Anita, Jenny, Wendy, Kristy, Julie Y, Julie M</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Clinics-Update</li> <li>• CPCT</li> <li>• Switchboard</li> <li>• Hard and Soft copy –centralised</li> <li>• Synapse</li> <li>• My Aged Care</li> <li>• Podiatry</li> <li>• Ward Clerk = Update Rehab (differences)/Pal Care</li> </ul>	<ul style="list-style-type: none"> <li>• ACAT Portal – “Not my job”</li> <li>• All intake portals –Access-Needs sorting</li> </ul>	





# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Team Leader - Inpatients		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Inpatients		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement		
<b>Classification:</b>	Administration Officer Level 5		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	Nursing Unit Manager Inpatient Rehabilitation		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Inpatient Team Leader provides day to day supervision and guidance to the inpatient administration officers and coordinates inpatient administration systems and procedures to enable the inpatient units to achieve their objectives in a timely, reliable and efficient manner. Additional responsibilities include assisting the NUM with patient transport arrangements.

The Inpatient Team Leader is also responsible for providing accurate and timely administrative and transactional services for the NUM and members of the healthcare team on the designated inpatient ward. The Inpatient Team Leader is also required to provide effective front line customer service for the ward.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Provide an excellent level of customer service by ensuring a high standard of frontline customer service to patients, visitors and staff



- Manage work priorities, workflow and allocate work for the inpatient administration team
- Recruit, coach, mentor and performance develop inpatient administration officers to develop the capabilities of the team to undertake changing roles and responsibilities
- Manage workforce requirements for the inpatient administration team including leave, backfill and Kronos

#### ***Excellence in Care:***

- Provide a range of administrative and clerical support services, managing work priorities and work flow within allocated resources to ensure delivery of efficient and effective client services
- Administrative services include but are not limited to:
  - processing of admissions, transfers and discharges
  - maintenance of patient records, information and files
  - maintaining accurate up to date nursing master roster
  - monitor, record and enter data in relevant workforce systems
  - preparation of workforce documents and information
  - drafting accurate reports, documents and correspondence as required
  - data entry of patient information such as Synaptix
- Completion of routine tasks as per ward specific duties
- Liaise and maintain effective relationships with senior managers, line management and staff to facilitate high quality client focused services
- Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in a confidential, effective and responsive manner
- Maintain patient records and information and create, store, update and retrieve information ensuring the accurate, confidential and safe storage of information
- Communicate and liaise with the clinical and non clinical members of the health care team to ensure the provision of quality support services
- Assist the NUM with overall management of patient transport arrangements and delegate duties to inpatient administration team as appropriate
- Provision of secretarial support for meetings as required including, but not limited to preparing agendas, room bookings, minutes, action follow up
- Assist the NUM with more complex tasks or projects and completion of any other tasks as directed by the NUM

#### ***Service Development & Innovation:***

- Develop, maintain and review inpatient administration systems and procedures to improve efficiency and ensure delivery of a quality service to patients, visitors and staff
- Open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives

#### ***Wise Stewardship***

- Ensure patient privacy and confidentiality in accordance with relevant policies and procedures
- Procurement including ordering and reviewing stock, purchasing equipment
- Assist NUM with vacancy replacement

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

#### ***Community Engagement:***

- Provide a high standard of frontline customer service to patients, visitors and staff
- Maintain good working relationships with clinical, administrative and other staff on the ward

Key Relationships	
Internal:	Team Leader Inpatient Administration Nursing Unit Manager Inpatient Administration Team Clinical and administration staff
External:	Patients, families and visitors Suppliers
Position Impact	
Direct Reports:	5.0 FTE Inpatient Administration Officers
Budget:	<i>Nil</i>
Selection Criteria	
<ul style="list-style-type: none"> <li>• Demonstrated experience in supervising administrative staff and working in an administrative role in a health care facility and/or customer focused environment</li> <li>• Ability to perform a wide range of administrative tasks while managing competing work priorities and workflow within allocated resources</li> <li>• Demonstrated initiative and the ability to bring a creative approach to problem solving</li> <li>• Ability to work independently and with demonstrated capacity for effective teamwork</li> <li>• High level interpersonal, written and verbal communication skills and customer service approach and the ability to communicate effectively with patients/families and all levels of staff in a professional manner</li> <li>• Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures</li> <li>• Experience in the use of Microsoft Office Packages and demonstrated ability to learn new software</li> <li>• Ability to work within the Mission and Values of Calvary Health Care Kogarah</li> </ul>	
Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:







# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Administration Officer - Inpatients		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Inpatient		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Administration Officer Level 3		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	Inpatient Administration Team Leader		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Inpatient Administration Officer is ward based and responsible for providing accurate and timely administrative and transactional services for the NUM and members of the healthcare team on the designated inpatient ward. The Inpatient Administration Officer is also required to provide effective front line customer service for the ward.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Provide an excellent level of customer service by ensuring a high standard of frontline customer service to patients, visitors and staff

**Excellence in Care:**

- Provide a range of administrative and clerical support services to the ward, selecting the most appropriate method and sequence to ensure delivery of efficient and effective patient focused services.
- Administrative services include but are not limited to:
  - processing of admissions, transfers and discharges
  - maintenance of patient records, information and files
  - maintaining accurate up to date nursing master roster
  - monitor, record and enter data in relevant workforce systems
  - preparation of workforce documents and information
  - drafting accurate reports, documents and correspondence as required
  - data entry of patient information such as Synaptix
- Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in a confidential, effective and responsive manner
- Maintain patient records and information, create, store, update and retrieve information ensuring the accurate, confidential and safe storage of information
- Communicate and liaise with the clinical and non clinical members of the health care team to ensure the provision of quality support services
- Assist the Team Leader and NUM with more complex tasks or projects
- Completion of routine tasks as per ward specific duties
- Assistance with meetings as required (prepare agendas, take minutes)
- Completion of any other tasks as directed by the NUM or Team Leader

**Service Development & Innovation:**

- Actively participate in quality improvement activities
- Open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives.

**Wise Stewardship**

- Ensure patient privacy and confidentiality in accordance with relevant policies and procedures
- Procurement including ordering and reviewing stock, purchasing equipment
- Administration of patient transport arrangements
- Assist the NUM and Team Leader with vacancy replacement

**WH&S Responsibilities:**

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

**Community Engagement:**

- Provide a high standard of frontline customer service to patients, visitors and staff
- Maintain good working relationships with clinical, administrative and other staff on the ward

**Key Relationships**

Internal:	Team Leader Inpatients Nursing Unit Manager Inpatient Administration Team Clinical and administration staff
External:	Patients, families and visitors Suppliers

Position Impact	
Direct Reports:	Nil
Budget:	Nil
Selection Criteria	
<ul style="list-style-type: none"> <li>• Demonstrated experience in an administrative role in a health care facility and/or a customer focused environment</li> <li>• Ability to perform a wide range of administrative tasks in a demanding workload, with the ability to prioritise work and meet deadlines</li> <li>• Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment</li> <li>• Experience working with people from diverse cultural backgrounds</li> <li>• Ability to use computer hardware, software applications and electronic systems</li> <li>• High level interpersonal, written and verbal communication skills</li> <li>• Ability to work within the Mission and Values of Calvary Health Care Kogarah</li> </ul>	
Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:







# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Team Leader - CCH		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	M1749
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Calvary Community Health		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Administration Officer Level 5		
<b>Vaccination Category:</b>	B		
<b>Reports To:</b>	ACAT NUM		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Team Leader CCH is responsible for the day to day supervision and guidance of the CCH administration officers, provision of administrative support to the Rehabilitation and Aged Care Medical Services, executive assistance to the Director Medical Services and JMO Workforce administration.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Manage work priorities, workflow and allocate work for CCH administration officers
- Recruit, coach, mentor and performance develop CCH administration officers to develop the capabilities of the team to undertake changing roles and responsibilities
- Manage workforce requirements for CCH administration team including leave, backfill and Kronos

**Excellence in Care:**

- Provide a range of high level administrative services to Rehabilitation and Aged Care Medical Services including but not limited to: typing letters and reports, printing documents from Synapse, distribution of documents, filing
- Provide executive assistance to the Director Medical Services including but not limited to drafting accurate concise reports, documents and correspondence
- Manage JMO workforce administration, including but not limited to recruitment, rostering, leave management, payroll, and record keeping
- Provision of secretarial support for medical and other meetings as required including but not limited to preparing agendas, room bookings, minutes, action follow up
- Manage work priorities and work flow for CCH administration services within allocated resources to ensure delivery of efficient and effective client services
- Liaise and maintain effective relationships with senior managers, line management and staff to facilitate high quality client focused services
- Respond to a range of enquiries providing information and referring enquiries in a confidential, effective and responsive manner
- Maintain relevant CCH records and create, store, update and retrieve information ensuring the accurate, confidential and safe storage of information

**Service Development & Innovation:**

- Develop, maintain and continually review all CCH administration services and procedures to improve efficiency and ensure delivery of a quality service to patients, visitors and staff. This includes but is not limited to intake, placements, ELP, NDIS, ACAT, Medical and TACS
- Ensure patient privacy and confidentiality in accordance with relevant policies and procedures
- Be open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives.

**Wise Stewardship**

- Keep accurate statistical records and report as required
- Coordination of general supply and maintenance requirements for CCH services

**WH&S Responsibilities:**

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

**Community Engagement:**

- Provide an excellent level of customer service to patients, families, carers and clients

**Key Relationships**

Internal:	<ul style="list-style-type: none"><li>• ACAT NUM</li><li>• Director Rehabilitation and Aged Care Services</li><li>• Director Medical Services</li><li>• Rehabilitation and Aged Care Medical Officers</li><li>• Administration and clinical staff</li></ul>
External:	<ul style="list-style-type: none"><li>• Patients, families, carers, clients and visitors</li><li>• Suppliers</li><li>• Medical practices</li></ul>

Position Impact	
Direct Reports:	4.0 FTE
Budget:	N/A
Selection Criteria	
<ul style="list-style-type: none"> <li>• Ability to perform a wide range of administrative tasks in a demanding workload and manage competing work priorities and workflow within allocated resources</li> <li>• Ability to determine priorities for others, allocate tasks, coach and monitor work performance of staff to achieve work objectives</li> <li>• Demonstrated initiative and the ability to bring a creative approach to problem solving</li> <li>• Ability to work independently and with demonstrated capacity for effective teamwork</li> <li>• High level interpersonal, written and verbal communication skills and customer service approach and the ability to communicate effectively with patients/families and all levels of staff in a professional manner</li> <li>• Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures</li> <li>• Experience in the use of Microsoft Office Packages and demonstrated ability to learn new software</li> <li>• Ability to work within the Mission and Values of Calvary Health Care Kogarah</li> </ul>	
Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:







# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Team Leader Switch / Outpatients		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	M1171
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Switchboard and Outpatients		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Administration Officer Level 5		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	Director Corporate Operations		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Team Leader Switch / Outpatients is responsible for the day to day supervision and guidance of the switch and outpatient administration officers, supervision of administrative support provided to the Driver Assessment Service, managing the administration casual pool and operational management of the CHCK fleet.

The Team Leader Switch / Outpatients will also provide administrative support in the day to day operations of the switchboard, reception and outpatients.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Manage work priorities, workflow and allocate work within the switch and outpatients team
- Recruit, coach, mentor and performance develop the inpatient the switch and outpatients team to develop the capabilities of the team to undertake changing roles and responsibilities

- Provide professional support to the DRU admin team including training in administration systems and process improvement
- Manage workforce requirements for switch, outpatients team including leave, backfill and Kronos
- Manage the administration casual pool including recruitment, allocation of casuals and performance management

#### ***Excellence in Care:***

- Supervise the provision of administrative services to Driving Assessment Services including but not limited to: provision of information to clients, coordinating driver assessment referrals, bookings and support services
- Provide an excellent level of customer service by ensuring a high standard of frontline customer service to patients, visitors and staff
- Deliver professional, competent and efficient services as the first point of contact representing CHCK over the phone and face to face
- Provide administrative services in the day to day operation of the outpatient clinics
- Operationally manage the CHCK fleet booking system, associated logistics and daily fleet allocations

#### ***Service Development & Innovation:***

- Develop, maintain and review switch, outpatient, driver assessment and fleet procedures to improve efficiency and ensure delivery of a quality service to patients, visitors and staff
- Actively participate in the fleet management working group to explore improved models of fleet management and implementation of a new fleet management system
- Be open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives.

#### ***Wise Stewardship***

- Keep accurate statistical records of switch and outpatient activities and report as required
- Coordination of general supply and maintenance requirements for switch and outpatient services

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

#### ***Community Engagement:***

- Attend to incoming calls to switchboard in a timely and customer focused manner
- Provide an excellent level of customer service to patients, families, carers and clients

#### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Director Corporate Operations</li> <li>• Switch and Outpatients Administration Officers</li> <li>• After Hours Nursing Unit Manager</li> <li>• Driver Assessment Manager</li> <li>• Administration Team Leaders</li> <li>• DRU Manager and Administration Officers</li> <li>• Administration, clinical and medical staff</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Patients, families, carers, clients and visitors</li> <li>• Suppliers</li> </ul>

Position Impact	
Direct Reports:	Direct 4.0 FTE Indirect 2.0 FTE (DRU)
Budget:	N/A
Selection Criteria	
<ul style="list-style-type: none"> <li>• Ability to perform a wide range of administrative tasks while managing competing work priorities and workflow within allocated resources</li> <li>• Ability to determine priorities for others, allocate tasks, coach and monitor work performance of staff to achieve work objectives</li> <li>• Demonstrated initiative and the ability to bring a creative approach to problem solving</li> <li>• Ability to work independently and with demonstrated capacity for effective teamwork</li> <li>• High level interpersonal, written and verbal communication skills and customer service approach and the ability to communicate effectively with patients/families and all levels of staff in a professional manner</li> <li>• Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures</li> <li>• Experience in the use of Microsoft Office Packages and demonstrated ability to learn new software</li> <li>• Ability to work within the Mission and Values of Calvary Health Care Kogarah</li> </ul>	
Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:







# Position Description

ALL CALVARY SERVICES

Version:4.0

<b>Position Title:</b>	Administration Officer – Outpatients		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	M1171
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Outpatients		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement		
<b>Classification:</b>	Administration Officer Level 3		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	Team Leader Switch / Outpatients		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Administration Officer Outpatients provides administrative support in the day to day operations of the outpatient clinics, being responsible for professionally greeting and assisting patients, families and friends both over the phone and face to face and managing patient bookings, admissions and enquiries.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### *People and Culture:*

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

### *Excellence in Care:*

- Provide an excellent level of customer service by ensuring a high standard of frontline customer service to patients, visitors and staff

- Provide a range of administrative and clerical support services in the day to day operation of the outpatient clinics. Administrative services include but are not limited to reception duties, paging medical and nursing staff, preparation of patient records, making appointments and appointment lists, typing, photocopying, data collection and filing
- Deliver professional, competent and efficient services as the first point of contact representing CHCK over the phone and face to face
- Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in a confidential, effective and responsive manner
- Maintain outpatient records and create, store, update and retrieve information ensuring the accurate, confidential, effective and safe storage of information
- Provide a range of administrative and clerical support services to Driver Assessment Services
- Assisting the Team Leader with more complex tasks and projects

#### ***Service Development & Innovation:***

- Actively participate in quality improvement and Work Health Safety activities
- Be open to change and actively and positively participate in new models of care, changes in service model and redesign initiatives

#### ***Wise Stewardship***

- Deliver excellence in quality and accurate work.
- Protect patient privacy and confidentiality

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

#### ***Community Engagement:***

- Attend to incoming calls to outpatients in a timely and customer focused manner
- Provide an excellent level of customer service to patients, families and carers
- Provide appropriate response, support and empathy to patients/families/visitors that may be upset or distressed and escalate to appropriate staff as required
- Schedule patient appointments

#### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Team Leader Switch and Outpatients</li> <li>• Various administration, clinical and medical staff</li> <li>• After Hours Nursing Unit Manager</li> <li>• Manager Driver Assessment Services</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Patients, families, carers, clients and visitors</li> </ul>

#### **Position Impact**

Direct Reports:	NIL
Budget:	NIL

### Selection Criteria

- Ability to perform a wide range of administrative tasks in a demanding workload, prioritise work and meet deadlines
- Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment
- Experience working with people from diverse cultural backgrounds
- Demonstrated high level interpersonal, written and verbal communication skills
- Demonstrated commitment to providing quality service and quality improvement initiatives in workplace practices and procedures
- Ability to use computer hardware, software applications and electronic systems
- Ability to work within the Mission and Values of Calvary Health Care Kogarah

### Approvals

Job Holder's signature:	Date:
Manager's signature:	Date:







# Position Description

ALL CALVARY SERVICES

Version:4.0

<b>Position Title:</b>	Billing Officer		
<b>Position Number:</b>		<b>Cost Centre:</b>	M1327
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Finance Department		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Administration Officer Level 3		
<b>Vaccination Category:</b>	B		
<b>Reports To:</b>	Finance Manager		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Billing Officer provides administrative and clerical support to the finance team with payments, invoicing and other administrative and finance functions as directed by the Finance Manager.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SES�HD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Provide an excellent level of customer service by ensuring a high standard of frontline customer service to patients, visitors and staff

### Excellence in Care:

- Provide a range of administrative and clerical support services to the finance department, administrative services include but are not limited to: preparing invoices, distributing incoming mail, data entry, answering and managing billing enquiries, monthly billing, cash handling, participation in month end processes, processing payments, preparation of reports.

- Assist the Finance Manager and Finance Team with more complex tasks or projects
- Completion of routine finance tasks as directed by the Finance Manager

**Service Development & Innovation:**

- Actively participate in quality improvement activities
- Open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives

**Wise Stewardship**

- Ensure patient privacy and confidentiality in accordance with relevant policies and procedures

**WH&S Responsibilities:**

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

**Community Engagement:**

- Receive and process cash and payments from clients over the phone and face to face

**Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Finance Department</li> <li>• All Clinical and Admin staff and Doctors</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Patients or relatives</li> <li>• Health related institutions</li> <li>• Suppliers</li> </ul>

**Position Impact**

Direct Reports:	Nil
Budget:	Nil

**Selection Criteria**

- Ability to perform a wide range of administrative tasks in a demanding workload, with the ability to prioritise work and meet deadlines
- Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment
- Demonstrated high level interpersonal, written and verbal communication skills
- Demonstrated commitment to providing quality service and quality improvement initiatives in workplace practices and procedures
- Ability to use computer hardware, software applications and electronic systems
- Ability to work within the Mission and Values of Calvary Health Care Kogarah

**Approvals**

Job Holder's signature:	Date:
Manager's signature:	Date:



# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Administration Officer – Pall Care Medical		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	M1944
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Calvary Community Health		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Administration Officer Level 3		
<b>Vaccination Category:</b>	B		
<b>Reports To:</b>	Team Leader CCH		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Administration Officer – Pall Care Medical provides administrative and clerical services to the Director Palliative Care and Palliative Care Medical Officers and provides support for Conference Centre users.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

### Excellence in Care:

- Provide administrative services to Palliative Care Medical Services including but not limited to: typing letters and reports, printing documents from Synapse, distribution of documents, filing, prepare reports, analyse and coordinate all correspondence, maintain records management system
- Provide high level of administrative support to the Director of Palliative Care and Palliative Care Medical Officers

- Provide an excellent level of customer service by ensuring a high standard of customer service to Palliative Care Medical Services, patients, visitors and staff
- Deliver professional, competent and efficient services as the first point of contact representing CHCK over the phone and face to face
- Provide support to data entry, recruitment, payroll, rosters, purchases and record keeping
- Perform other duties as required that fit within the award as directed

#### **Service Development & Innovation:**

- Actively participate in quality improvement activities
- Be open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives

#### **Wise Stewardship**

- Ensure patient privacy and confidentiality in accordance with relevant policies and procedures
- Provide support to Conference Centre users such as assistance with use of conferencing equipment, room bookings etc

#### **WH&S Responsibilities:**

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

#### **Community Engagement:**

- Attend to telephone and mail enquiries in a timely and customer focused manner. Escalate and problem solve where appropriate.

#### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Team Leader CCH</li> <li>• Director Palliative Care</li> <li>• Palliative Care Medical Officers</li> <li>• Administration and clinical staff</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Patients, families, carers, clients and visitors</li> <li>• Medical Practices</li> </ul>

#### **Position Impact**

Direct Reports:	Nil
Budget:	Nil

#### **Selection Criteria**

- Demonstrated experience in an administrative role in a health care facility and/or a customer focused environment
- Computer literacy and excellent computer skills
- Demonstrated excellent communication skills verbal and written
- Proven organisational skills and ability to prioritise work and meet deadlines
- Capacity to work under broad supervision and to undertake a diverse range of tasks as an effective member of a team in a high pressure, high volume environment
- Ability to work within the Mission and Values of Calvary Health Care Kogarah



Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:





# Position Description

ALL CALVARY SERVICES

Version:4.0

<b>Position Title:</b>	Administration Officer (Equipment Loan Pool & National Disability Insurance Scheme (NDIS))		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	M1724 / M???
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Calvary Community Health		
<b>Enterprise Agreement:</b>	NSW (Non Declared ) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Administration Officer Level 3		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	Admin Team Leader CCH		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The position has two primary functions, to provide administrative support to the Equipment Loan Pool (ELP) and for National Disability Insurance Scheme (NDIS) services.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. Our Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care, Rehabilitation, Aged Care and NDIS services under affiliation with South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

### Excellence in Care:

- Provide an excellent level of customer service by ensuring a high standard of frontline customer service to patients, visitors and staff.
- Provide a range of administrative and clerical support services in the day to day operation of ELP and NDIS Services. Administrative services include but are not limited, managing and processing ELP applications, making appointments, typing, photocopying and filing.

- Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in a confidential, effective and responsive manner.
- Maintain ELP and NDIS records and create, store, update and retrieve information ensuring the accurate, confidential, effective and safe storage of information.
- When required issue or take receipt of equipment prescribed by therapists.
- Liaise with Calvary NDIS clinicians, clients and NDIS case managers as required.
- Assisting the Team Leader with more complex tasks and projects.

#### ***Service Development & Innovation:***

- Conduct monthly WH&S Environmental Checklist, monitor stock levels and report to ELP Manager.
- Support clinicians and managers in developing new service opportunities for NDIS.
- Actively participate in quality improvement and Work Health Safety activities.
- Be open to change and actively and positively participate in new models of care, changes in service model and redesign initiatives.

#### ***Wise Stewardship***

- Manage equipment and client loan records and the issue, receipt and retrieval of equipment on loan.
- Maintain storage environment and ensure all equipment in the ELP is cleaned by liaising with ELP Domestic Services Officer.
- Ensure all equipment is maintained in good working order by monitoring equipment for repairs and maintenance, report issues to ELP Manager.
- Complete reporting for services as requested by management.

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet).

#### ***Community Engagement:***

- Manage phone enquiries for ELP and NDIS services.

#### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Team Leader CCH</li> <li>• Project Officer</li> <li>• Community Nursing, Clinical and Administrative staff</li> <li>• Senior Occupational Therapist Equipment Loan Pool</li> <li>• ELP Domestic Services Officer</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Patients, families and carers</li> <li>• Private Equipment Suppliers</li> </ul>

Position Impact	
Direct Reports:	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
Budget:	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
Selection Criteria	
<ul style="list-style-type: none"> <li>• Ability to perform a wide range of administrative tasks in a demanding workload, prioritise work and meet deadlines</li> <li>• Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment</li> <li>• Demonstrated high level interpersonal, written and verbal communication skills</li> <li>• Demonstrated commitment to providing quality service and quality improvement initiatives in workplace practices and procedures</li> <li>• Ability to use computer hardware, software applications and electronic systems</li> <li>• Experience working with and the ability to effectively communicate with the elderly and/or people with a disability</li> <li>• Ability to work within the Mission and Values of Calvary Health Care Kogarah</li> </ul>	
Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:







# Position Description

[ALL CALVARY SERVICES/SERVICE]

Version: [Version]

<b>Position Title:</b>	Project Coordinator		
<b>Position Number:</b>		<b>Cost Centre:</b>	
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Allied Health and Community Services		
<b>Enterprise Agreement</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement 2019		
<b>Classification:</b>	Health Manager Level 1		
<b>Reports To:</b>	Director Allied Health and Community Services		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Calvary Project Officer is responsible for providing project management and service development in areas identified by the Calvary Health Care Kogarah leadership team. The Calvary Project Officer will work alongside other senior clinicians and managers in planning and developing current services as well as in developing new service profiles.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### *People and Culture:*

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

### *Excellence in Care:*

- Work with the Calvary leadership team, senior managers and clinicians as well as key stakeholders in developing and enhancing current services as well as collaboratively identifying areas for service development.

- Assist in all project and planning documentation including but not limited to project plans, project status reports, project trackers, frameworks, briefs, guides, to ensure efficient and accurate administrative support.
- Provide high level secretariat support for internal and external project meetings, workshops and events including arranging of large complex meetings, preparation and distribution of agenda, papers, coordination of reports and minute-taking.
- Appropriately assist in managing incoming communications, including email, telephone and mail and action in accordance with established internal processes to ensure deadlines are met and workflow is maintained.
- Coordinate corporate records in accordance with local record retention and other relevant policies. This could include the management of highly sensitive/ confidential information and tracking of documentation.
- Develop and maintain systems and processes and manage projects following agreed project management methodology to maximise achievement of goals and required levels of skills and performance.
- Contribute to the development and implementation of business and strategic plans, policies, procedures, standards and practices to ensure innovation and improvement is sustainable including accurate implementation and rigorous evaluation methodologies.
- Provide secretariat support for relevant Steering Committee meetings and other ad hoc meetings to support projects.

#### ***Service Development & Innovation:***

- Work with senior managers and clinicians to plan, implement, evaluate and monitor identified projects and service development opportunities.
- Support the change management process required to effectively introduce changes and new services.
- Administratively support key project committees.
- Identify and develop administrative processes to underpin new service developments.
- Promote continual improvement and focus on superior service by establishing and reviewing performance indicators and relevant reporting systems and managing conflict and complaints.

#### ***Wise Stewardship***

- Working collaboratively with the Calvary leadership team, senior managers and clinicians to review and evaluate service developments to identify areas of investment/disinvestment.

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet).

#### ***Community Engagement:***

- Develop relationships and work collaboratively and effectively with clinical, administrative and management staff and external stakeholders.

#### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Director Allied Health and Community Services</li> <li>• CHCK Executive and senior managers</li> <li>• Clinical and Administration staff</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Consultants</li> <li>• Community Organisations</li> <li>• SESLHD</li> </ul>

Position Impact	
Direct Reports:	Nil
Budget:	Nil
Selection Criteria	
<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in business, management or related discipline or relevant work experience or a combination of study and work</li> <li>• Demonstrated ability to work independently and effectively, exercising initiative and judgement as well as the ability to work effectively in a team environment, share knowledge and work co-operatively to achieve outcomes</li> <li>• Demonstrated experience in the provision of project related activities and high level administrative support in a health or similarly complex work environment.</li> <li>• Demonstrated effective time management skills with the ability to prioritise workload to meet conflicting deadlines</li> <li>• Ability to develop and maintain effective, meaningful and supportive working relationships with a range of stakeholders at all levels of the organisation and externally</li> <li>• Sound facilitation skills and high level computer skills particularly in Microsoft Office applications</li> <li>• Demonstrated excellent interpersonal, written and verbal communication skills</li> <li>• Ability to work within the Mission and Values of Calvary Health Care Kogarah</li> </ul>	
Approvals	
Job Holder's signature:	Date:
Manager's signature:	Date:





# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Administration Officer Mission and Bereavement		
<b>Position Number:</b>	N/A	<b>Cost Centre:</b>	M1702
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	Mission		
<b>Enterprise Agreement:</b>	NSW (Non Declared) Affiliated Health Organisations' Health Employees Agreement		
<b>Classification:</b>	Administration Officer Level 3		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	Director Mission Integration		
<b>Date of Preparation:</b>	March 2021	<b>Date Updated:</b>	

## Primary Purpose

The Administration Officer Mission and Bereavement is responsible for reception and administrative services to the Bereavement Counselling Service and Holistic Healing and the provision of administrative support to the Director Mission Integration and the Mission Team.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

### Excellence in Care:

- Provide a range of administrative and clerical support services to the Bereavement Services Team, Manager Bereavement Services, Director Mission Integration and the wider Mission Team.
- Administrative services include but are not limited to: reception duties, preparation of client records, ordering of stationery, typing, photocopying, data collection, filing, mission event coordination, reports.



- Respond to a range of enquiries (in person and on the phone) providing information and referring enquiries in a confidential, effective and responsive manner.
- Provide reception services by greeting and welcoming clients.
- Coordinate holistic healing therapists schedule to maximise the use of resources and liaise with key stakeholders as required.

#### ***Service Development & Innovation:***

- Develop, maintain and review Bereavement and Holistic Healing administration systems and procedures to improve efficiency and delivery of a quality service to clients and staff.
- Be open to change and actively and positively participate in new models of care, changes in service model and redesign initiatives.

#### ***Wise Stewardship***

- Keep accurate statistical records of centre activities and provide reports as required.
- Banking and invoicing duties as required.
- Coordination of general supply and maintenance requirements to manage the Centre and services operationally.

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

#### ***Community Engagement:***

- Accept telephone referrals for Holistic Healing Service, Bereavement Counselling Service.
- Assist with community access to information about the services provided by the Holistic Healing Service and Calvary Bereavement Counselling Service.

### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• Bereavement Manager</li> <li>• Director Mission Integration</li> <li>• Mission Integration Team</li> <li>• Finance</li> <li>• Therapists and Counsellors</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Clients to the Centre</li> </ul>

### **Position Impact**

Direct Reports:	Nil
Budget:	Nil

### **Selection Criteria**

- Ability to perform a wide range of administrative tasks in a demanding workload
- Demonstrated high level reception skills (including telephone bookings, messages, filing, records management)
- Experience in responding to a range of enquiries and determining the appropriate response in a complex work environment
- High level interpersonal, written and verbal communication skills

- Demonstrated commitment to providing quality service and quality improvement initiatives in workplace practices and procedures
- Ability to use computer hardware, software application and electronic systems
- Demonstrated experience in communicating with distressed clients
- Ability to work within the Mission and Values of Calvary Health Care Sydney

#### Approvals

Job Holder's signature:

Date:

Manager's signature:

Date:





# Position Description

CALVARY HEALTH CARE KOGARAH

Version:1.0

<b>Position Title:</b>	Administration Officer - CPCT		
<b>Position Number:</b>		<b>Cost Centre:</b>	
<b>Site/Facility:</b>	KOGARAH		
<b>Department:</b>	CPCT		
<b>Enterprise Agreement:</b>	NSW (Non-Declared) Affiliated Health Organisations' Health Employee's Agreement		
<b>Classification:</b>	Administration Officer Level 5		
<b>Vaccination Category:</b>	A		
<b>Reports To:</b>	NM CPCT		
<b>Date of Preparation:</b>	June 2020	<b>Date Updated:</b>	March 2021

## Primary Purpose

The CPCT/Medical Administration Officer is responsible for administration support to the Community Palliative Care Team, TESL and meeting support.

## Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular those people approaching and reaching the end of life, their families and carers in all our services. Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Calvary Health Care Kogarah (CHCK) provides inpatient and community based Palliative Care and Rehabilitation and Aged Care services in the public health arena. CHCK operates within South Eastern Sydney Local Health District (SESLHD).

## Accountabilities and Key Result Areas

### People and Culture:

- Practise in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the Mission and Vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

### Excellence in Care:

- Provision of administrative support to the Community Palliative Care Team including management of referrals, filing, maintaining patient information on relevant databases, rosters, bookings, meeting support and phone calls
- Draft accurate and concise reports, documents and correspondence

- Provision of secretarial support to meetings, including preparation of agendas, distribution of minutes, information dissemination and other requirements
- Provision of administrative support where required to the CHCK Leadership Team

#### ***Service Development & Innovation:***

- Participate in the development, maintenance and review of administrative processes, system and procedures to improve efficiency
- Be open to change and actively and positively participates in new models of care, changes in service model and redesign initiatives

#### ***Wise Stewardship:***

- Use of electronic office support programs and on-line programs including document management software, Kronos, Chris21
- Manage the administration of TESL

#### ***Community Engagement:***

- Liaise with Calvary National, SESLHD and other organisations as required

#### ***WH&S Responsibilities:***

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

#### **Key Relationships**

Internal:	<ul style="list-style-type: none"> <li>• NUM CPCT</li> <li>• Director Palliative Care</li> <li>• Director Rehab</li> <li>• All Medical Officers</li> <li>• Leadership Team</li> <li>• Administration and Clinical Staff</li> </ul>
External:	<ul style="list-style-type: none"> <li>• Patients, families and carers</li> <li>• SESLHD</li> <li>• Calvary Health Care</li> </ul>

#### **Position Impact**

Direct Reports:	<i>Nil</i>
Budget:	<i>Nil</i>

#### **Selection Criteria**

- Experience in a high level administrative role
- Exceptional interpersonal skills with a demonstrated capacity to exercise discretion in handling confidential and sensitive material
- Demonstrated ability to perform a wide range of administrative tasks while managing competing work priorities and deadlines
- Demonstrated high level computer skills including Microsoft Office suite and document management software
- Demonstrated proficiency in providing secretariat support for meetings including preparation of agendas, minute taking and information distribution

- Demonstrated ability to work independently, show initiative with a demonstrated capacity to work as part of a team
- Demonstrated commitment to provision of quality customer services to internal and external customers
- Ability to work within the Mission and Values of Calvary Health Care Kogarah

#### Approvals

Job Holder's signature:

Date:

Manager's signature:

Date:



