

## POSITION DESCRIPTION

# JHFMHN - Clinical Support Officer - Forensic Hospital

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Justice Health and Forensic Mental Health Network
<b>Position Classification</b>	Admin Off Level 3
<b>State Award</b>	Health Employees Administrative Staff (State) Award
<b>Category</b>	Administration & Health Records   Administration
<b>Position Number</b>	
<b>FTE</b>	
<b>Cost Centre</b>	
<b>Vaccination Category</b>	<u>Category A</u>
<b>Website</b>	<a href="http://www.justicehealth.nsw.gov.au">www.justicehealth.nsw.gov.au</a>

## PRIMARY PURPOSE

The Clinical Support Officer (CSO) role provides clerical and administrative support to the Nursing Unit Manager and Medical Staff on each unit in the Forensic Hospital. The respective positions and duties will be coordinated collaboratively by local NUMs and site wide by the HM1 operationally. This position works closely with all Forensic Hospital Administration Officers and Ward Clerks to complement the roles, systems and processes in each unit.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIRCOVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any

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facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL REQUIREMENTS

N/A

## KEY ACCOUNTABILITIES

- The CSO will provide administrative and operational support to the NUMs and wider clinical staff to assist in the provision of care to patients and hospital operations. This is inclusive but not limited to, workforce query resolutions in relation to rostering, deployment sheets, staff replacement, leave management, payroll and recruitment etc.
- Undertake administrative tasks including, minutes relating to meetings held on the ward/unit/area that involve medical, nursing and allied health staff. The CSO is also responsible for the scheduling of the meeting, ensuring all relevant documents are available and the progression of action items where appropriate.
- In collaboration with the Ward Clerks ensure the hospital has adequate stock of pharmaceutical and medical consumables as required/requested by staff to perform their day-to-day duties in delivery of patient care. Order, monitor and maintain the stock of clinical forms, stationery and other consumables.
- Co-ordinate the purchasing and receipt of new clinical equipment and monitor scheduled maintenance. Processing of invoices received for services and goods through the relevant finance systems.
- Assist the clinical teams in obtaining administrative and clinical information such as pathology, medical imaging reports, hospital discharge summaries, release of information follow-ups or any other correspondence related to patient care. Maintain accurate data and records management in patients' Health Record and Patient Data systems, such as PAS, CHIME, JHeHS and any other relevant health record/patient management/document management system.
- Organising internal and external medical appointments and collation of medical and legal documentation that may be required for external medical appointments.
- Provide administrative support to clinical teams in the coordination of Mental Health Review Tribunal (MHRT) activities including, but not limited to, the collation and distribution of MHRT reports, booking meeting rooms, and arranging visitor access.
- Maintain accurate and timely record keeping and data in line with relevant policies guidelines and procedures. This may include but is not limited to healthcare record updates, developing reports, filing and correspondence management within Content Manager.
- You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures, including those relating to work health safety and wellbeing.

## KEY CHALLENGES

- Provide timely assistance to the ward/unit team
- Knowledge and understanding of practices and procedures

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- Working in a team environment

## KEY RELATIONSHIPS

Who	Why
Manager Administrative Services	Provide and receive feedback; operational issues
Nursing Unit Managers	Provide and receive feedback; operational issues
Existing administrative staff such as ward clerks	Complement existing roles, systems and processes

## SELECTION CRITERIA

1. Holds, or is willing to undertake, a Certificate III in Health Administration or equivalent.
2. Demonstrated high level oral and written communication skills.
3. Demonstrated experience in the use of computer applications, including the Microsoft Office Suite of products.
4. Demonstrated excellent organisational and time management skills.
5. Demonstrated ability to work independently and as part of a multidisciplinary team.
6. Demonstrated ability to prioritise workload in a dynamic environment of competing priorities.

## OTHER REQUIREMENTS

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of JHFMHN, and in line with both the NSW Health Code of Conduct and JHFMHN Code of Conduct.

The following specific requirements should be noted:

### Qualifications

Holds, or is willing to undertake, a Certificate III in Health Administration or equivalent.

### Vaccination

Category A

### Workplace Culture

Model the NSW Health CORE values and the JH&FMHN values and ensure all workplace conduct is consistent with the behaviours associated with those values and both the NSW Health Code of Conduct and JH&FMHN Code of Conduct.

## Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial

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responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


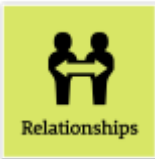

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

### Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing assigned work activities</li> <li>• Look for opportunities to learn and develop</li> <li>• Reflect on feedback from colleagues and stakeholders</li> </ul>	Foundational
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Recognise the importance of customer service and understanding customer needs</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services that meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> <li>• Recognise that customer service involves both external and internal customers</li> </ul>	Foundational
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Ask questions to explore and understand issues and problems</li> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may have an impact on completing tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Consider user needs when contributing to solutions and improvements</li> </ul>	Foundational

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### FOCUS CAPABILITIES

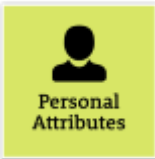

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Display familiarity and confidence when applying technology used in role</li> <li>Comply with records, communication and document control policies</li> <li>Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	Foundational

### Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

### COMPLEMENTARY CAPABILITIES


Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational

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## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational

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### Job Demands for: JHFMHN - Clinical Support Officer - Forensic Hospital

Physical Demands	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippy, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

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<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Not Applicable</p>	



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### Sensory Demands

<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Infrequent</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Repetitive</p>	

### Psychosocial Demands

<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Repetitive</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Constant</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies  Repetitive	
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### Environmental Demands

<b>Dust</b> - exposure to atmospheric dust  Not Applicable	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures  Not Applicable
<b>Fumes</b> - exposure to noxious or toxic fumes  Not Applicable	<b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  Not Applicable
<b>Hazardous Substances</b> - e.g. dry chemicals, glues  Not Applicable	<b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard  Occasional
<b>Inadequate Lighting</b> - risk of trips, falls or eyestrain  Not Applicable	<b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight  Occasional
<b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C  Not Applicable	<b>Confined Spaces</b> - areas where only one egress (escape route) exists  Constant

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<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Infrequent</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>