

POSITION DESCRIPTION

CCLHD - Clerical Manager - Wyong Hospital

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Central Coast Local Health District
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Administration & Health Records Administration Administration Manager
Website	www.cclhd.health.nsw.gov.au

PRIMARY PURPOSE

The Clerical Manager – Wyong Hospital, is responsible for the management of assigned Clerical Staff, rostering and workforce strategic planning. The position reports to the Clinical Support Services Manager, Wyong/Long Jetty. The duty includes the review and management of work practices and workloads to ensure a high quality service to Central Coast Local Health District patient care areas. This role includes the performance management of staff either directly or in conjunction with other relevant Managers. This position provides leadership, direction, support and training to clerical staff. This position contributes to ensuring patient revenue is collected as per procedure and policy.

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). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) 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 AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

ESSENTIAL REQUIREMENTS

null Category A vaccination

null National Criminal Record Check

Responsibilities Under WHS: Supervisor

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

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KEY ACCOUNTABILITIES

Operational / Advisory:

- Responsible for management of various clerical support services that contribute to the management of the hospital.
- Responsible for the Management, supervision and development of clerical staff that provide a wide range of specialised services.
- This position is accountable for ensuring funds, budgets and FTE are used accordingly to ensure key targets are maintained.
- This position is responsible to complete Performance Development appraisals and provide feedback to clerical staff in conjunction with relevant Clinical managers and to develop performance measures where required.
- Responsible for maintaining effective relationships with the Health services employees to ensure Health Systems priorities are met.
- This role assists with the development and implementation of policies, procedures, standards and practices for Clerical staff in Wyong Hospital.
- Understanding and commitment to the health systems priorities with capacity to direct all operational facets based on CCLHD strategic and business plans.
- The role requires effective communication and interpersonal skills that reflect the CORE values of the organisation whilst providing support, training and feedback to clerical staff, managers and other staff, patients and visitors.
- Responsible to meet pre-determined targets and deadlines of the organisation.
- This position exists in an environment of daily changes and interruption. It required a manager with the skills of flexibility and adaptability.
- Train & support clerical staff where required in the use of CCLHD patient software systems, confidentiality.
- Prepare, complete and publish rosters for clerical staff within expected timeframes and maintain training documentation.
- Function as a site support and resources person.
- Inform and update the Clinical Support Services Manager (CSSM) of department challenges and comply with directions from the CSSM.
- Strategically plan and complete recruitment and selection of staff to ensure future availability of staff.
- Follow up on data entry errors and follow up with staff to ensure improvement and accuracy. Provide statistical information when requested.
- Maintain own knowledge of required CCLHD patient care software systems by attending group meetings, seminars and conferences.

General Duties / Responsibilities

- Participate in Quality Improvement activities and provide a high level of customer service to all stakeholders including patients, staff and others
- Comply with all NSW Health and CCLHD policies and procedures.
- Maintain strict confidentiality in relation to all patient, staff and workplace matters.
- Use CCLHD resources efficiently, minimising cost and wastage.
- Report any risk identified (eg. WHS, Clinical, Financial, Technology, Public Image) and complete a risk assessment. Participate in risk management activities.
- Implement the principles of Multiculturalism ensuring services within the position holders area of responsibility are accessible and culturally appropriate to consumers.
- Co-operate with other staff members to ensure that duty requirements and standards are being met and maintained.
- Perform all other delegated tasks appropriately and in line with grading and capabilities.

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KEY CHALLENGES

- This position exists in an environment of interruption and sometimes difficult public/customer relationships and functions with a high degree of independence.
- Managing competing priorities and ensuring allocation of administrative staff on shift meet priorities.
- Work independently under limited direction, remain calm under pressure and have personal resilience.

KEY RELATIONSHIPS

Who	Why
Nursing Unit Managers	Responsible for the co-ordination of Patient Administrative services
Clinical Support Services Manager	Direct Line Manager
Clerical Staff	Delegated Staff
Other CCLHD departments	Advising of mandatory changes to clerical work practices
Patient, Carers and their families	Applying feedback to improve service delivery

SELECTION CRITERIA

1. Demonstrated experience as a Manager and Leader.
2. Experience with Hospital Patient Information software system(s) and Microsoft applications.
3. Experience in rostering and parole systems, in particular Healthroster, including the organisation of planned and unplanned leave relief, recruitment.
4. Demonstrated time management skills, problem solving, initiative and the ability to prioritise for yourself and staff.
5. Previous experience in managing, coaching, mentoring and supporting staff through performance improvement and development.
6. Previous experience training and supervising staff to ensure the delivery of quality services that comply with relevant policies and procedures.
7. Proven professional communication skills that promote the CORE values of the organisation and has the ability to engage and inspire staff.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Foundational
	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

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Job Demands for: CCLHD - Clerical Manager - Wyong Hospital

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

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

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

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

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

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Infrequent</p>