

POSITION DESCRIPTION

Clinical Support Officer



Health
Illawarra Shoalhaven
Local Health District

Our CORE Values	Collaboration Openness Respect Empowerment	The logo for CORE values, consisting of four overlapping circles in blue, green, yellow, and red, each containing a letter: C, O, R, E.
Organisation	NSW Health	
Local Health District /Agency	Illawarra Shoalhaven Local Health District	
Position Classification	Administrative Officer Level 3	
State Award	Health Employees Administrative Staff (State) Award	
Reporting to	(will only populate for the advertised PD, not in the PD library)	
Does this role manage or supervise others?	No	
Vaccination Category	(will only populate for the advertised PD, not in the PD library)	
Website	http://www.islhd.health.nsw.gov.au/	

PRIMARY PURPOSE (max 3,800 characters with spaces)

The Clinical Support Officer (CSO) is responsible for providing timely and accurate administrative/ transactional services for members of the health care team, on their designated ward(s)/unit(s) under the direction of the Nurse Manager, Nursing or Midwifery Unit Manager (N/MUM).

The CSO will work under broad supervision however is required to exercise initiative and be self-motivated.

Scope exists for exercising initiative in the application of established work practices and procedures. Decisions affecting the overall functioning and management of the ward/unit remain the responsibility of the Nurse Manager or N/MUM.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

The CSO will apply a demonstrated level of knowledge of management and skills when performing a wide range of administrative tasks including data entry, report production, invoicing, filing, mail management and answering telephone calls.

The CSO will:

- assist with data entry for rosters, recruitment, and reporting
- provide secretariat support of meetings, preparing minutes, agendas and booking rooms
- in all instances, provide timely, accurate information and advice to the relevant managers on the status and progress of administrative tasks, including identifying factors that may impact on the completion of these tasks
- provide assistance with more complex tasks or projects and provide relief for other staff as required, to support efficiency and quality within the service and team
- support the manager and team with quality activities to ensure ongoing improvement in local processes
- make decisions and take initiative in relation to day-to-day operational matters, performing according to established work practices and procedures, working under general instruction and broad supervision



- maintain general office cleanliness and work collaboratively with all other staff.

Purchasing and resource management

The CSO's responsibilities include, but are not limited to:

- Within the scope of the CSO role and under the direction of the N/MUM, monitor audit and organise the purchase of medical and non-medical supplies and equipment to ensure ongoing supplies and well-maintained equipment that enable staff to perform their day-to-day duties in the delivery of patient care.

Data entry and reporting

The CSO's responsibilities include, but are not limited to:

- Data entry for ward/unit rosters into relevant IT system.
- Regularly update rosters (in appropriate electronic systems) in line with any approved changes i.e. sick leave, etc.
- Where appropriate, participate in data entry activities that relate to patient care activities and support any member of the health care team.
- Assist the N/MUM in producing reports on finance and quality parameters/indicators.

Workforce matters

The CSO's responsibilities include, but are not limited to:

- Assist the N/MUM with workforce matters including rostering, recruitment, leave and payroll. Tasks may include:
 - Liaising with HealthShare to clarify pay and leave enquiries.
 - Undertake tasks, as directed by the N/MUM, aimed at supporting and facilitating the efficient and timely recruitment of staff to the ward/unit.
 - Administrative activities related to the management of performance reviews for staff that the N/MUM may manage within the unit.
 - Assist as necessary with the replacement of staff from casual pools etc. as directed by the N/MUM.
- Maintain local staffing records, including registration, competencies, health surveillance, ensuring that documents and files are kept in accordance with local policy, and legislation.
- Monitor nurses and midwives' registration and enrolment to ensure registrations remain current and to alert the N/MUM when individual registrations lapse.
- Ensure data quality, integrity, policy and Award compliance is maintained in day-to-day rostering.

Documentation and records management

The CSO's responsibilities include, but are not limited to:

- Support and participate in the administrative aspects of activities such as audits, quality accreditation processes and incident management.
- Assist the health care team in providing and obtaining information, reports or correspondence related to patient care.
- Under direction, assist with patient discharge activities such as ensuring reports are forwarded or sent with the patient and that other patient care providers (e.g. allied health staff) are advised of patient discharge.
- Follow local, State, and national protocols pertaining to the retention, disposal, and storage of medical records.
- Assist with work health and safety (WHS) activities including the maintenance of the hazard register, risk register and other WHS documentation.

Quality improvement

The CSO's responsibilities include, but are not limited to:

- Participate in the development and implementation of quality improvement activities/projects.
- Participate in consumer health promotion strategies and activities as appropriate.
- Use initiative to identify improvements which may increase efficiency, productivity, and value.
- Assist with scheduling and administration of education and in-service sessions.
- Provide leave relief to administrative/ CSO positions as required.

Improving performance, education, and training

The CSO's responsibilities include, but are not limited to:

- Participate in Performance Development Review/PED discussions.
- Ensure the NSW Health and ISLHD mandatory training requirements are met.
- Attend and complete additional training in line with organisational needs in consultation with, or as directed by, Team leader/Senior Administration Officer.
- Maintain up to date knowledge of government, state and local acts, policies, and procedures.

General administration activities

The CSO's responsibilities include, but are not limited to:

- Undertake administrative tasks related to meetings that are held on the ward/unit involving medical, nursing and allied health staff e.g. scheduling, ensuring all relevant documents are available for the meeting and progression of action items where appropriate.
- Assist with the daily schedule for the health care team at ward/unit level to ensure that multidisciplinary ward rounds are completed in a timely manner and relevant material is available to support the ward round.
- Organising travel and accommodation for ward/unit staff where required.
- Maintains confidentiality in relation to discussions, disclosure of records, and information concerning patients, staff and Local Health District.
- Provide word processing and other documentation support including drafting and preparing complex correspondence accurately and clearly.
- Provide effective customer service, ensuring the provision of information and referring enquiries in an effective and responsive manner.
- Perform minute taking tasks, circulation of minutes and record keeping of files as required.
- Perform all other delegated tasks appropriately and in line with scope of position classification.
- Manage office communications and information flow.

All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given to them and with any reasonable policies/procedures relating to health and safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.

SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated high level written and verbal communication skills.
2. Demonstrated computer/data entry skills, specifically with MS Office products in particular Microsoft Word, Excel, email, internet based applications and databases.
3. Demonstrated strong organisational and time management skills and ability to meet strict deadlines.
4. Demonstrated ability or capacity to work under broad supervision and to undertake a diverse range of tasks.
5. Demonstrated ability to perform as an effective member of a team in a high pressure, high volume work environment.
6. Demonstrated ability to exercise basic problem solving skills using reference to established methods and procedures.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Balancing conflicting priorities and negotiating workable timeframes with N/MUMs across the hospital site.
2. Working in a demanding, busy and complex environment where there are competing priorities.
3. The ability to adhere to strict deadlines as set by the N/MUM.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Nursing and Midwifery Management	Reporting purposes, to report on day-to-day tasks and any issues
Nursing and Midwifery staff and Allied Health staff	Communication purposes, to provide information and a high service
Suppliers and external service providers	Communication purposes, to obtain goods and services
Patients, families and carers	Education, to share and provide information

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks				X		
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks		X				
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks			X			
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery	X					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding			X			
	Lifting/ Carrying			X			
		Light lifting & carrying – 0 – 9kg					X
		Moderate lifting & carrying – 10 – 15kg					X
	Heavy lifting & carrying – 16kg and above						X
	Reaching Arms fully extended forward or raised above shoulder			X			
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body			X			
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)			X			
	Hand & Arm Movements Repetitive movements of hands & arms					X	
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands					X	
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
	Touch Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people eg. emergency or grief situations		X				
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness		X				
	Unpredictable people eg. dementia, mental illness, head injuries		X				
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies	X					

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	X					
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues		X				
	Noise Environmental/background noise necessitates people to raise their voice to be heard		X				
	Inadequate lighting Risk of trips, falls or eyestrain		X				
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	X					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X