

Position Details			
Position Number:	Various		
Position Title:	COVID-19 Clinics Administration Officer		
Cost Centre:	Various	(Cost) Percentage:	100 %
Organisation:	South Eastern Sydney Local Health District		
Location:	COVID-19 Clinics		
Facility:	Various		
Are multiple Awards relevant to this position?	No		
Award:	Health Employees Administrative Staff (State) Award	Classification:	Administrative Officer Level 3
Registration and Licence requirements:	N/A		
Specialty Code:	N/A		
Vaccination Category:	A		
Responsible to:	Various, Dependent on Facility/Service		
Responsible for (staff):	Nil		
Position Description Approved/Reviewed:			

Primary Purpose of the Position

The vision for South Eastern Sydney Local Health District (SESLHD) is '**exceptional care, healthier lives**'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it.

The COVID-19 Clinics Administration Officer will provide vital support to the overall health system and bolster SESLHD's response to COVID-19. The positions will be responsible for the correct identification and update of client details and maintenance of medical records to support continuity of safe patient care.

Key Accountabilities

- Maintain safety of self and others by adhering to strict infection control guidelines and the wearing of personal protective equipment.
- Register and update patient details.
- Maintain records and create, store, update and retrieve information ensuring the accurate, confidential and safe storage of information.
- Communicate and liaise with all members of the health care team to ensure the provision of quality support services.
- Ensure confidentiality of patient information in accordance with relevant policies and procedures.
- Participate in *department* initiatives regarding quality improvement, and Work Health and Safety.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values of Teamwork Honesty, Respect, Equity, Excellence, Courage, Commitment, and Caring, through demonstrated behaviours and interactions with patients/clients/employees.

- Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service
- 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 them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.

Key Challenges and Influences

Challenges/Problem Solving:

- Organising daily routines to meet deadlines and responding to problems or conflict.
- Attending to the wide variety of day-to-day administrative tasks resolving them on behalf of the Manager of the unit/department.
- Managing enquiries from demanding and/or emotional patients/relatives, with the ability to de-escalate and manage challenging behaviours.
- Ensuring that billing is undertaken in accordance with Medicare guidelines.
- Work within changing environments with ability to adapt to change efficiently.

Communication:

- Provide high level communication with all staff, patients and visitors with diverse backgrounds.
- Work as part of the multidisciplinary team, sharing relevant information in a timely, professional manner to enhance safety and care for all.
- Communicate at all times in a polite, courteous manner understanding the needs of all stakeholders.

Decision Making/Influence:

- Decision making in day-to-day operational matters and escalate more complex issues outside the scope of the position description.
- Work is performed under broad supervision but requires some independent action.
- Exercise basic judgement in selecting and applying established principles, techniques and methods to solve problems of a simple nature.
- Allocate time appropriately.

Selection Criteria

1. Previous administrative experience preferably in a hospital/health care setting
2. Ability to perform a wide range of administrative tasks in a demanding workload
3. High level interpersonal, written and verbal communication skills
4. Demonstrated computer literacy in Microsoft Office applications
5. Demonstrated attention to detail.
6. Knowledge of basic infection control practices, or a demonstrated ability to learn new information.

Employment Screening Checks

- √ National Criminal Record Check
- X National Criminal Record Check (Aged Care)
- X Working with Children Check

Select one from the above options.

For more information, refer to:

- [PD2013_028 - Employment Checks - Criminal Record Checks and Working with Children Checks](#)

For assistance, contact [SESLHD Position Maintenance Team](#).

Position Description



Certification *[Include only where required]*

Chief Executive or delegate:

Date: ___/___/___

Associate Director/Manager/Supervisor

Date: ___/___/___

Position Holder:

Date: ___/___/___

JOB DEMANDS CHECKLIST

This table must be completed for Workplace Health and Safety purposes.

For assistance, contact the relevant [Health, Safety & Wellbeing Unit](#)

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/slippery, indoors/outdoors, slopes		X				
	Running Floor type: even/uneven/slippery, 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	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 e.g. viewing of X-rays, computer screen			X			
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries			X			
	Smell Use of smell is an integral part of work performance e.g. working with chemicals						X
	Taste Use of taste is an integral part of work performance e.g. 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 e.g. emergency or grief situations		X				
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		X				
	Unpredictable people e.g. dementia, mental illness, head injuries		X				
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations e.g. 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 e.g. 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 e.g. exposure to body fluids, bacteria, infectious diseases	X					

EXPECTED STANDARDS	ALL STAFF	LINE MANAGERS AND SUPERVISORS	SENIOR MANAGERS
PATIENT SAFETY, RISK MANAGEMENT AND QUALITY IMPROVEMENT	Actively participate in patient safety and ongoing quality improvement programs and practices that promote the best possible health outcomes for patients/clients.	Identify, develop, lead and monitor patient safety, risk management and quality improvement programs to improve the operation and promote the best possible health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.	Provide governance and strategic direction for the development, implementation and evaluation of patient safety and quality improvement programs that promote the best possible experience and health outcomes for patients/clients. Ensure that National Safety and Quality Health Service Standards are met.
NSW HEALTH CORE VALUES	Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the NSW Health core values of Collaboration, Openness, Respect, and Empowerment , through demonstrated behaviours and interactions with patients, clients and employees.	Assist workers to identify and model specific behaviours and actions that reflect the NSW Health core values of Collaboration, Openness, Respect, and Empowerment , in the workplace.	Uphold the highest standards of professionalism at all times by performing the functions of the role efficiently, economically, fairly, impartially and with integrity and by actively advocating the NSW Health core values of Collaboration, Openness, Respect, and Empowerment , to ensure that Local Health District and Government expectations are met.
NSW HEALTH CODE OF CONDUCT	Read and acknowledge individual responsibilities as determined in the Code of Conduct. Acknowledge the Code of Conduct as a framework for professional behaviour, ethical practice and decision-making. Acknowledge and accept a shared responsibility for ensuring that their own behaviour and the behaviour of colleagues meets the standards outlined in the Code of Conduct. Report and express any workplace concerns fairly, honestly and respectfully.	Ensure workers are provided with a copy of the Code of Conduct upon appointment or reappointment. Provide advice to each worker to ensure they understand their responsibilities under the Code of Conduct. Maintain a record of when this occurred.	Model and encourage behavioural expectations as outlined in the Code of Conduct.
HEALTH AND SAFETY	Comply with SESLHD WHS and IM processes and any measures put in place to protect their health and safety at work. Contribute to and participate in WHS consultation and training initiatives. Contribute to workplace safety planning, including the review and continual improvement processes at a local level via the WHS consultation arrangements.	Implement all elements of the SESLHD health and safety management system. Monitor and evaluate the department's WHS and Injury Management (IM) performance. Actively develop workers' WHS performance. Report progress toward and barriers to the achievement of Service WHS and IM targets to senior management.	Apply due diligence to known and emergent WHS risks. Actively engage in service WHS planning and reporting. Set WHS and IM performance targets for the Service. Monitor and measure individual departments' WHS performance against targets.
REGISTRATION AND LICENCES	Maintain registration and licences required for position held.		