



POSITION SPECIFICATION

POSITION TITLE: Clinical Support Clerk
CLASSIFICATION: TBA
DEPT: Nursing and Clinical
APPROVED BY: C.E.O

OUR MISSION, VISION AND VALUES

Our Mission: Providing our community with quality care and health service options.

Our Vision: To encourage our community to experience quality of life by providing Responsive, Sustainable, Compassionate, Innovative and Quality Services.

Our Values:

Service Assist all residents and clients to the best of your abilities in a kind and courteous manner.

Honesty Holding yourself to the highest of morals and decency when associating with peers, residents and clients.

Accountability Taking responsibility for yourself and those associated with you and being answerable to your mistakes.

Respect Understanding everyone has a point of view, respect for each person and role.

Excellence To never become complacent, aim to excel in your field and provide safe and excellent care.

ORGANISATION AND ENVIRONMENT

Cobdenhealth operates an accredited 60 bed aged care facility separated into two wings, Lovely Banks and Heytesbury Lodge.

Cobdenhealth provides the community with quality care and health service options including extensive Community Services, accredited Urgent Care Centre providing emergency stabilisation service 24 hours a day, Home Care Packages (HCP), The Rodney Grove Community Aquatic Centre, Gym and a Men's Shed.

Cobdenhealth is an Equal Opportunity Employer.

POSITION OBJECTIVE

Responsible for providing support and assistance to the Clinical and Nursing and Quality and Medical Records departments, ensuring there is compliance with relevant Aged Care Standards

ORGANISATIONAL RELATIONSHIPS

Reports to:	Clinical Director
Directly supervises:	NIL
Internal liaisons:	Chief Executive Officer (CEO) Quality and Medical Records Coordinator Cobdenhealth Corporate Staff All other Cobdenhealth Staff Volunteers

KEY ORGANISATIONAL RESPONSIBILITIES

Organisation Culture

- To understand and adopt Cobdenhealth values in all areas of work with attention to customer service, teamwork and community relations acting as a role model for the organisational values.

Customer Focus

- Ensure all communications follow a customer first approach.

Occupational Health and Safety

- Provide leadership in taking responsibility for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions in the workplace.
- Maintain a practical understanding and participate in future development of the emergency management plan.
- To comply with all relevant legislation requirements, organisational policies, vision & mission statements and core values including, but not restricted to:
 - Infection Control Policies.
 - Occupational Health and Safety policies and regulations.
 - Fire, disaster and other emergency procedures.
 - Attend initial orientation/induction and annual compulsory training.
 - To assist and support injured workers Return to Work.

Risk Management

- Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained in accordance with the organisations risk management policies and guidelines.

Management and Control

- Ensure professional, moral, ethical and responsible management practices in all areas of responsibility.
- Understand and take responsibility to work within the delegations of authority.

Quality Management

- To take an active role in applicable Accreditation processes.
- Ensure all services are provided within a quality and risk management framework, with demonstrated outcomes.
- Ensure all work conducted meets regulatory and organisation standard.

Confidentiality

- All material and information is to be deemed to be of a confidential nature and any breach of this confidentiality shall be a breach of the employment contract, and will lead to termination of employment. The precise nature of confidential information is contained in the “Privacy, Confidentiality & Security” Agreement.

KEY DUTIES AND RESPONSIBILITIES

- Cull/compile resident medical records as required
- Maintain Clinical and Nursing document register
- Maintain supplies of resident labels in an accurate and timely manner
- Prepare medical record prior to any new admissions.
- Audit all Clinical and Nursing forms as directed.
- Assist with stocktake/imprest system
- Complete Continuous Improvement Audits/Checklists as per the Quality Program and develop database for maintaining required paperwork
- Restock Clinical and Nursing forms throughout facility.
- Book appointments/transfers for residents in consultation with the Registered Nurse in Charge.
- Develop and maintain a working knowledge of the organisation, routines and procedures
- Accurate and timely scanning of documentation.
- Perform admission and discharge processes efficiently (as required) to ensure appropriate bed management and utilisation.
- Maintain correct compilation of resident files and records throughout the residents stay.
- Collate discharged or deceased resident's medical records.

PROFESSIONAL ACCOUNTABILITY

Leadership and Personnel Management

- Exhibit leadership behaviors and provide a professional role model.
- Participate in the appraisal process as directed by the Clinical Director.
- Motivate and educate all staff and students to optimise involvement and responsibility.

Quality and Evidence Based Practice

- Manage activities as required in consultation with the Clinical Director.
- Be familiar with the Quality plans for the Organisation and participate in meeting those plans.

Risk Management

- Ensure all decisions are in line with your scope of delegation.
- Take responsibility for reporting all events outside normal daily routine with possible risk implications be reported in an appropriate time frame and/or logged.
- Participate in the ongoing development and maintenance of systems, policies and procedures for the identification, collection and analysis of risk related information.
- Participate in and ensure excellent understanding of emergency procedures.

Service Development

- Provide a positive role model to all staff and key stakeholders.
- Maintain current knowledge of best practice.
- Attend external seminars and study days as appropriate and give feedback to the department and the organisation.

Service Responsibilities

- Perform general rostering functions to the nursing Department ensuring the shifts are swapped, filled and coded accurately and in a timely manner.
- Ensure standard tasks and processes are documented and kept up to date.

INDIVIDUAL ACCOUNTABILITY

- Maintain resident, client, employee and organisational Privacy and Confidentiality at all times.
- Self-Management – set personal as well as professional goals that address workload management, time commitments and relationships in a manner that enables acceptable performance and work life balance to be maintained.
- Professional Development – demonstrate a commitment to individual and team professional development and set achievable goals consistent with the organisation's objectives and individual competency.

QUALIFICATIONS, EXPERIENCE AND SELECTION CRITERIA

Essential

- Well-developed communication and interpersonal skills.
- Well-developed problem-solving abilities.
- Demonstrated ability to manage change and ambiguity.
- Demonstrated commitment to professional development.
- Well-developed computer skills specifically MS Word, Excel and Outlook.
- Experience and/or qualification in clerical or data processing areas.
- Ability to accept direction and work without immediate supervision.
- Ability and willingness to work effectively with all members of the Cobdenhealth team.

Desirable

- Experience in Work Force Management Software e.g. Kronos

PERFORMANCE APPRAISAL

To be conducted by the Clinical Director within the first 3 months and annually thereafter.

SALARY AND CONDITIONS OF EMPLOYMENT

As determined by the Aged Care Award 2010 and Cobden District Health Service Inc., ANMF and HSU Enterprise Agreement 2014. Salary sacrificing is available.

- Uniform and laundry allowance provided

PHYSICAL REQUIREMENTS

Cobdenhealth could require staff to work a variety of shifts. Due to the layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

These requirements are to be assessed.

Cobdenhealth reserves the right to withdraw or amend this position specification, as it considers necessary to serve the best interests of the organisation.