

POSITION DESCRIPTION

Position Title:	Clerical Educator
Business Unit/Department:	Health Support Services
Division:	Operations
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021-2025
Classification:	HS2
Reports To:	Manager – Clerical Workforce
Direct Reports:	Nil
Date Prepared/Updated:	01/05/25

Position Purpose

The Clerical Educator supports Coordinators and Managers within the Clerical Workforce to update, develop, deliver and implement training and educational material, including manuals, QRGs, workflows, processes, checklists, and orientation material.

The Clerical Educator works closely with the Clerical Leadership Team and will engage with clerical and clinical staff, analysts and other subject matter experts as required.

Business Unit Overview

The Clerical Workforce is part of the Health Support Services (HSS) Division, which provides high quality non-clinical support services to Western Health. In addition to clerical support, HSS includes cleaning and environment services, internal and external patient and equipment transfers, food services, engineering, security, sustainability, linen and waste management.

Key Responsibilities

Key responsibilities include (but are not limited to):

Education & Training

- Deliver orientation, training and ongoing education to clerical staff within the Clerical Workforce (includes Sunshine, Footscray, Williamstown, Bacchus Marsh, Melton and Sunbury campuses).
- Work closely with and support Clerical Coordinators and Managers – work together to create consistent and effective training and educational material
- Help analyse, plan, design, update and implement training projects

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- Keep training and education material up to date
- Engage with subject matter experts to ensure training and educational material is accurate and up to date
- Help identify and support staff who want to grow and develop within the department.
- Attend training sessions (as required)

Leadership

- Foster a supportive team environment, including creating a positive workplace environment and encouraging knowledge sharing among colleagues
- Always maintain professional behaviour – be a role model for others

General

- Work within the scope and skills of the role
- Practice professional communication and behaviour with staff, patients, carers, families, volunteers and visitors.
- Work together with nurses, doctors, allied health staff, and support teams to provide high-quality and timely patient care
- Meet the performance targets set for your role.
- Adhere to data integrity principles data is accurate and handled properly.
- Help train and support other team members when needed.
- Participate in departmental or organisational quality and educational activities (as required)
- Promote and contribute to a culture of continuous improvement

Support a Positive Workplace Environment

All employees commit to the following qualities to contribute to a compassionate and respectful culture:

- I aim to be the reason someone feels welcomed, seen, heard, valued, and supported.
- I bring a positive and respectful attitude to work.
- I practice kindness, patience, and sympathy and offer compassion for those experiencing difficulties.
- I actively listen to understand others and make better decisions.
- I give others the benefit of the doubt, believing they are doing the best they can today.
- I take responsibility for my behaviour and its impact on others.
- I do not judge others, instead I am inclusive and value diversity and ensure Western Health is a safe space for all.
- I support a workplace where everyone feels safe to express their ideas and concerns and I speak up if something is not right.
- I recognise and value the many different roles that contribute to patient care.
- I am curious and always seeking ways to learn and improve.
- I am honest in all my interactions.
- I stay calm and respectful, even under pressure.
- I value teamwork and I celebrate the achievements and efforts of others and show gratitude and appreciation for those around me.
- I respect the privacy and dignity of every person.
- I am adaptable and open to change.
- I take pride in delivering high-quality work, even in the small things.
- I mentor and encourage others to grow whenever I can.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

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<p>Internal:</p> <ul style="list-style-type: none"> • Clerical Coordinator • Clerical Manager • Operations Manager – Clerical Workforce • Clerical Allocators • Clerks and Team Leads • Nurse Unit Managers • Nursing, medical, clerical and ancillary staff • After Hours Administrator • Health Information Services • Security Services <p>External:</p> <ul style="list-style-type: none"> • Patients, carers, families • Visitors • Ambulance Victoria / Patient Transport Providers • Victorian Police • Other Health Organisations • Community Services Providers
<p>Selection Criteria</p> <p>Essential</p> <ul style="list-style-type: none"> • Effective and professional communication (verbal and written) skills • Effective and professional teaching skills • Excellent computer and keyboard skills and familiarities with software applications including the Microsoft Office programs and Teams • Demonstrated ability to multi-task, prioritise duties and work to deadlines • Flexibility in working hours (including working morning, afternoon, weekends, and overnight) • Ability to take initiative and adapt to change • Demonstrated ability to work effectively as part of a team <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated knowledge of medical terminology • High levels of comfort and experience with Patient Administration Programs (PAS), including iPM and EMR (Cerner) • Previous experience in a similar role
<p>Additional Requirements</p>

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All employees are required to:

- Comply with Western Health clinical and administrative policies and guidelines
 - Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
 - Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
 - Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
 - Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
 - Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

Prior to employment, all employees are required to provide the following:

- A police / criminal history check
- A working with children check (if requested)
- An Immunisation Health Clearance
- Report any criminal charges or convictions you receive during the course of your employment

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

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I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

[Click here](#) Employee's Signature: [Date: to enter a](#)

date.

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