

POSITION DESCRIPTION

Position Title:	Emergency Department Clerical Coordinator
Business Unit/Department:	Clerical Workforce
Division:	Health Support Services
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 4 (HS4 to HS29)
Reports To:	Manager – Clerical Workforce
Direct Reports:	N/A
Date Prepared/Updated:	28 February 2024

Position Purpose

The Emergency Department (ED) Clerical Coordinator is responsible for providing management, coordination, support and guidance to the Emergency Department clerical workforce.

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.

The Clerical Workforce has responsibility for the recruitment, rostering and management for clerical staff in wards and the Emergency Department.

Key Responsibilities

The ED Clerical Coordinator is a middle-management role that will be responsible for managing, coordinating, supporting and guiding the ED clerical cohort. Responsibilities include (but are not limited to):

Safe & Effective Care:

To enable 'Best Care' all employees are required to:

- Identify and act on opportunities to create Best Care
- Model positive and proactive attitudes and behaviours that support Best Care
- Collaborate on achieving the goals for Best Care with other employees and patients/consumers
- Implement and maintain systems, materials, education and training that ensure employees deliver best care
- Understand and address key local quality, safety and patient experience issues and the broader organisational goals and prioritised actions for Best Care
- Support employees to fulfil their roles

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Management & Coordination:

- Lead and manage an administrative team to deliver a high quality, efficient service that is courteous, friendly, professional and prompt to all persons.
- Manage and participate in continuous refinement of clerical duties
- Monitor and ensure that the Clerical team adhere to Western Health policies and procedures
- Monitor and ensure Clerical workforce maintain appropriate levels of annual leave, personal leave, and other leave as appropriate.
- Respond to and effectively manage queries relating to the ED clerical workforce
- Investigate all accident and incident issues within the clerical team, review incident reports and identify improvement opportunities.
- Enforce Western Health disciplinary procedures in consultation with Managers/department leaders and other Clerical Coordinators as required
- Support the Clerical workforce to achieve their professional goals where possible and appropriate, including providing opportunities for professional development
- Other duties at direction of the department managers/directors

Operational:

- Coordinate the administrative processes required to recruit staff including placing job advertisements, vetting applications, sitting on interview panels and verifying referees in line with Western Health Policy and guidelines.
- Ensure that all clerical staff within the team are competent to complete tasks and are compliant with all mandatory training requirements by due dates
- Ensure ED clerks are compliant in updating and entering data in relevant databases
- Devise rosters which ensure adequate and fair clerical coverage

Leadership:

- Comply with the expected standards of performance in the role as described by the relevant professional bodies/industry standards and leadership capability frameworks
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to colleagues
- Comply with all Western Health policies and procedures
- Comply with all relevant funding and services agreement requirements, including reporting of activities and statistical returns
- Escalate concerns to appropriate manager/directors as needed
- Support senior clerical leadership if possible and appropriate
- Contribute to the development and review of department processes, procedures and other documentation related to this position

Collaboration:

- Work collaboratively with Ward Clerk Coordinators, Clerical Manager and other members of the Clerical Leadership Team
- Work collaboratively with clinical staff to develop best practices, ensuring that administrative requirements are appropriately resourced, and processes and procedures are planned
- Coordinate and provide systems that ensure a welcoming, courteous and helpful reception for all stakeholders

People & Culture:

- Display the Western Health values when carrying out duties and in dealing with consumers and colleagues
- Act in accordance with the Code of Conduct
- Ensure employees are clear about what they need to achieve at work and are supported to deliver and to develop, via active participation in day to day conversations about performance and via the annual performance development process
- Ensure any risks and adverse events are reported appropriately and promptly and prevention strategies are implemented to ensure the safety of all patients and consumers

Our Vision

Together, Caring for the West

Patients – Employees – Community – Environment

- Assist with the maintenance of a culture of effective teamwork, communication and consistently high-quality service provision
- Develop and encourage administrative staff to perform as members of a professional team

Occupational Health & Safety Obligations:

- Western Health's obligations for Occupational Health & Safety (OHS) and WorkCover rehabilitation are met
- Compliance with OHS and WorkCover legislation
- OHS policies and procedures are followed by all employees and contractors
- A safe and healthy environment for employees, contractors, patients and visitors
- Risks are identified, assessed and controlled as far as is practicable with injury prevention being a high priority
- Safe work systems and controls are in place, which are regularly monitored for effectiveness
- The Western Health prescribed OHS training and education sessions are attended
- Suitable training is provided to employees to be able to perform tasks safely with adequate records kept
- Interpretation of Health and Safety systems are provided for non-English speaking employees, where required, to ensure understanding and competencies
- Unsafe work practices, hazards, near miss incidents and accidents are reported
- Consultation with employees is undertaken prior to changes made to work practices or work environment that may affect their wellbeing
- A safety and wellbeing culture is imbedded into normal business activities
- Contractors that are engaged to perform work have undergone the contractor induction process

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

Internal:

- Operations Manager – Clerical Workforce
- Manager – Clerical Workforce
- Ward Clerk Coordinators
- ED Clerical Team Leads
- Clerical Allocators
- Clerical Educators
- Nurse Unit Managers
- Clerical workforce
- ED Directors
- ED Operations Managers

External:

- Local Councils
- Other Health Organisations
- Community Service Providers

Selection Criteria

Essential:

- Experience in an Administrative leadership role.
- Demonstrated capacity to lead and manage clerical staff; including recruitment, rostering and leave management
- Demonstrated ability to provide leadership to clerical and clinical staff teams in a highly professional and effective manner
- Experience in working in a multidisciplinary health care environment; including with medical, nursing and allied health staff

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Demonstrated sound judgement and innovation in problem solving and generation of positive solutions to work situations
- Proven ability to set priorities, monitor workflow and develop 'best practice' work standards in conjunction with clinic staff.
- Self-directed time management and resource identification.
- Customer focus and able to develop effective relationships with customers
- Build strong and effective working relationships with key internal and external stakeholders
- An up to date knowledge of issues, trends and government policies in the delivery of Health and Community Services
- Proficient in Microsoft Office, particularly Word and Excel
- The appointee will be required to drive to various Western Health sites and possess a Victorian driver's licence.

Desirable:

- Qualifications in a relevant health Administrative or management discipline
- Understanding of human resources policy and legislation and experience implementing these in a clinical environment
- Demonstrated capacity to collaborate with staff and service users to assist in the development of appropriate service delivery models.
- Experience in patient management systems, including iPM or similar

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant 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, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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

Our Vision

Together, Caring for the West

Patients – Employees – Community – Environment

- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

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: _____

Employee's Signature: _____ Date: _____

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment