



CASTERTON MEMORIAL HOSPITAL

POSITION SPECIFICATION: CLERICAL ASSISTANT – ADMINISTRATION

DEPARTMENT: Administration
Position: Clerical Assistant – Administration
Responsible to: Administration Officer General/Finance
Hours: Full Time Part Time Casual
Date: ____/____/____

1. PRINCIPLE ACCOUNTABILITIES:

- 1.1 Under direction of the Payroll and HR Officer, process on a fortnightly basis all employee salaries & wages and payroll documentation.
- 1.2 Develop and maintain a sound understanding of all relevant industrial awards and associated agreements.
- 1.3 Provide clerical support for HR Officer with the management and provision of human resources for employees in relation to all aspects of their employment with the Hospital.
- 1.4 Establish and maintain good interpersonal relationships with fellow employees and associated external organisations.
- 1.5 Maintain strict confidentiality of personnel records and provide privacy for discussion of payroll or human resources issues with employees.
- 1.6 Provide relief function for front office reception, establishing and maintaining courteous customer service.
- 1.7 Undertake other clerical functions as may be directed by the Administrative Officer General/Finance and of which may include typing requirements for correspondence, minutes and agendas as delegated.
- 1.8 To undertake regular appraisals to improve personal development and expand work functions.
- 1.9 To have a knowledge of and adhere to Hospital Policy and Procedures.
- 1.10 Undertake education and change management training as and when required.
- 1.11 Ensure confidentiality, privacy and discretion is adhered to at all times.

2. RESPONSIBILITIES:

- 2.1 To have a sound knowledge of the function of Casterton Memorial Hospital and display good communication skills with fellow employees, clients, patients and residents maintaining strict confidentiality where and when required.
- 2.2 Attend to all staff, clients and public enquiries, both over the counter and via the telephone in a courteous, efficient and confidential manner.
- 2.3 To process employee salaries and wages, including all related allowances and deductions, on a fortnightly basis within the Western District Health Service Payroll Contract timeframes.
- 2.4 To ensure all relevant payroll documentation is correctly completed, signed and approved in accordance with Hospital Policy.
- 2.5 To maintain the Register of Injuries for WorkCover.
- 2.6 To maintain the registers and renewals for Nursing Registration Certificates, Allied Health Practising Certificates, employee Driver Licences, National Police Checks and Working with Children Checks.
- 2.7 To ensure personnel files and electronic profiles are accurate and regularly maintained.
- 2.8 To attend to staff training needs and coordinate the flow of documentation.
- 2.9 To perform other ad-hoc HR functions as may be directed by the Payroll/HR Officer.
- 2.10 To perform front office reception relief functions during meal breaks, rostered days off and other staff leave as directed by the Administrative Office General/Finance.
- 2.11 To provide relief during periods of leave or absence of other administration staff as directed by the Administrative Officer General/Finance.
- 2.12 Type agendas and minutes and prepare for meetings as delegated by the Administrative Officer General/Finance.

3. CONDITIONS OF POSITION:

3.1 ATTRIBUTES

- 3.1.1 Approachable and have the ability to communicate with all employees in a clear and concise manner.
- 3.1.2 Ability to work with discretion to maintain privacy and confidentiality of information.
- 3.1.3 Ability to prioritise tasks and to perform duties in an accurate and efficient manner.
- 3.1.4 Ability to work in a team environment.

3.1.5 Willingness to undertake further education in all relevant areas and actively support the Payroll/HR officer to improve the functions of payroll and human resources.

3.2 HOURS OF DUTY:

Part- time minimum 3 x 8 hour shifts per week between Monday and Friday as arranged through Administrative Officer General/Finance.

3.3 EMPLOYMENT CONDITIONS:

As per the Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2011-2015.

3.4 SALARY:

As per the above award – Classification – WC1-WC5 Clerical Worker Grace C

EMPLOYMENT REQUIREMENTS	
Code of Conduct	The expectation is that Casterton Memorial Hospital employees will adhere to the values as outline in the <i>Code of Conduct for Victorian Public Sector Employees (No 1)2007</i> . <u>CMH Code of Conduct Policy</u>
Confidentiality	You must ensure that the affairs of Casterton Memorial Hospital , its patients, residents, clients and staff remain strictly confidential and are not divulged to any third party, for any reason, expect where required for clinical reason or by law. Such confidentiality shall extend to the commercial and financial interest of Casterton Memorial Hospital. Any breach of confidentiality will be viewed as a serious matter and may be subject to disciplinary action including termination. <u>CMH Privacy/Confidentiality Policy</u>
Contract of Employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and condition will apply until by mutual agreement they are altered or replaced in writing.
Infection Control	It is the responsibility of the employee to comply with the Infection Control policies and practices of Casterton Memorial Hospital. You will also be expected to participate in infection control education yearly. <u>CMH Infection Control Policy</u>
Information Technology	The employee is to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, data projector. They will also need to become familiar with the programs used by Casterton Memorial Hospital. <u>CMH Information Technology & Communications Management Policy</u>
OH&S	The employee is required to comply with all Casterton Memorial Hospital Occupational Health and Safety policies and procedures. To take reasonable care to ensure personal safety and the safety of others is not compromised by their actions or omissions in the workplace. Regarding compliance with Minimal handling, employees must take special note of manual handling guidelines. Notify or rectify actual or potentially hazardous situations where appropriate. To report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act 2004 - Sec 25) <u>CMH Occupational Health and Safety Policy</u>
Charter of Human Rights & Responsibilities	The employee is required to understand this 'Charter' which sets out the rights, which are protected by law for all Victorians, in regards to freedom, respect, equality and dignity.

Quality& Safety	<p>Understand the application of National Safety and Quality Standards, Aged Accreditation Standards and other applicable regulatory standards to ensure compliance is maintained.</p> <p>Actively participate and support CMH Quality Improvement framework, plan, activities, audits, projects and documentation.</p> <p>Adhere to CMH Emergency and Safety procedures.</p> <p>Ensure effective response to and reporting of complaints and incidents.</p>
Person Centred Care	<p>Person Centred Care is an approach to treatment and care that consciously adopts the person’s perspective around such dimensions as respect for the person’s values, preferences and needs, beliefs and cultural needs, family situation and lifestyle. CMH is committed to ensuring that patients, residents, clients and their families/carers are encouraged to play an effective role in planning, development, delivery and evaluation of the services provided by the organisation. CMH staff have a responsibility to encourage patients/residents/clients and their family/carer to participate in all activities undertaken by the organisation and should be considered a part of routine management practice. Examples are the Active Service Model in Primary and Community Health care, dining and socialisation in Residential Care, and active rehabilitation in Acute Care.</p>
Police Check	<p>Appointment is subject to a satisfactory police records check. As this process can take several weeks prior to the commencement of shifts, the applicant shall supply a statutory declaration indicating that they have no conviction of murder, sexual assault or assault resulting in imprisonment. These convictions will automatically preclude individuals from working in Casterton Memorial Hospital.</p> <p>CMH Police Checks Policy</p>
Probation period	<p>A probation period of three months will be adhered to after which a permanent contract will be offered if the incumbent’s performance is satisfactory.</p>
Privacy	<p>Employment is subject to compliance with the <i>Health Records Act and Information Privacy Act</i>. This Act requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.</p> <p>CMH Privacy Policy</p>
Cultural Diversity	<p>Recognise and respect cultural diversity within the community and be committed to respecting the individual beliefs, age gender, economic, cultural and linguistic backgrounds of CMH clients and staff.</p> <p>CMH Cultural Diversity Plan Policy</p>
Staff Development	<p>The employee is required to attend an Orientation Day on commencement of employment. Complete all required competencies on the online learning and education package (SOLLE) and participate in the Professional Development Program and competencies as they are developed and implemented across CMH.</p>

Statutory Declaration	The applicant is required to sign a statutory declaration indicating whether since the age of 16 they have been a citizen or permanent resident of a country other than Australia and, that they have no conviction of murder, sexual assault or assault resulting in imprisonment.
Termination of Employment	Four weeks (or as per award) written notice of termination of employment to be provided to the Chief Executive Officer.
Smoke Free Campus Policy	Smoking is prohibited throughout all buildings and vehicles controlled by Casterton Memorial Hospital. This policy applies to staff, patients, residents, clients, volunteers, visitors and contractors. CMH Smoke Free Policy

Signed:

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Clerical Assistant - Administration / /

Signed:

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Chief Executive Officer / /

Signed Off:
Chief Executive Officer

Dated:

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Author: Barb Toma – AOG/Finance
Validated: Owen Stephens - CEO
Approved: Executive
Initial Compilation: May 2014
Current Review Completed:
Distribution: Administration Manual
File: Personnel Data/Michael Betinsky/Position Descriptions/Administration

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