

POSITION DESCRIPTION

Position Title:	Clerical Team Leader – Emergency Department
Award Classification:	Administrative Officer– HS2
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Reports to:	Nurse Manager – Emergency Department

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Emergency Department Clerical Team Leader has oversight of the Emergency Department (ED) Clerical team and reports directly to the Nurse Unit Manager.

The role provides leadership of day to day delivery of all clerical functions within the ED including face to face customer service, high quality data entry, reporting and submission to internal and external departments, staff development and ensures the multidisciplinary team have the tools required from a clerical perspective to do their work in a safe, timely, and financially responsible environment.

This position will a combination of rostered clerical floor shifts and supernumerary leadership shifts to support the needs of the department.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Duties may include but are not restricted to:

Enabled and empowered people

- Creates and contributes to an empowering team environment which promotes a positive culture, opportunity for learning and development, safety and well-being of team members and fosters consistent team practices that results in a high level of staff satisfaction, with high retention rates and low absenteeism
- Acts as a role model for staff, setting and clearly communicating workload, and behavioural expectations
- Coordinate and assist in recruitment, orientation, rostering and management of the Clerical team including casual clerical staff with positive recognition, building a cohesive team culture using mentoring and coaching
- Provides timely performance feedback, coaching and guidance when needed
- Demonstrates ability to analyse situations and make appropriate decisions in a timely manner that meets the needs of our patients, staff and the organisation
- Builds capacity within the team to identify data errors, remediate and submit data through teaching and learning opportunities
- Ensures all team members complete a yearly performance review and development tool (Achieve Conversation) and meet to support the staff member's growth and development to achieve their full potential

Excellent care and experiences

Data Maintenance:

- Provide oversight and leadership in the reporting, reconciliation and integrity of data systems including Cerner, FirstNet, iPM, , RosterOn
- Oversee and undertake Remediation of data by developing weekly and monthly reporting
- Provide required training and support to clerical staff
- Ensuring required timelines of data submission are achieved
- Ensure that the collection, recording, timely auditing and reporting of all relevant data in the ED is compliant with Eastern Health and local, State and Federal reporting requirements which include, but are not limited to the Victorian Emergency Minimum Dataset (VEMD), the Victorian Admitted Episode Dataset (VAED) and the National Healthcare Agreement (NHA).
- Provides expert clerical knowledge and direction to ensure that clerical standards, policies and procedures are followed
- Act as a resource to Clerical team members in all aspects of Emergency Department clerical data entry and ensures that there is compliance with Department of Health (DOH) and Health Insurance Commission (HIC) guidelines

Clerical Optimising resources:

- Effectively support the Nurse Unit Manager/ Roster ANUM to work within budget, to ensure availability of required clerical team personnel across the 24-hour continuum, minimising the use of casual clerical workers
- Ensure consistent processes and practises are followed by clerical staff working in the Emergency Department
- Manage unplanned absences within the Clerical team of the Emergency Department including covering unplanned absences as required.
- Work directly with the Emergency Department Senior Leadership Team to assist in implementing innovative and creative improvements to maximise efficiency of the service
- Manage external and internal enquiries appropriately and in a timely manner
- Monitor supplies for the Emergency Department and ensure clerical stock is maintained, including the ordering of all paper forms as required
- Demonstrate initiative for setting appropriate priorities for all tasks
- Ensure the Business Continuity Plan adequately meets the needs of Emergency Department from an administrative perspective and that the department is adequately prepared to enact the BCP whenever required.
- Ensure that all clerical and administrative functions are completed by the Emergency Department administrative team within the mandates of the position, under the direction of the ED Nurse Unit Manager (NUM), or their delegates.
- Oversee performance management processes to address performance gaps where identified within the clerical team in partnership with the Nurse Unit Manager or their delegate.
- Participate in the ED clerical team roster for at least 2 days per week

Partnering in Care**Communication:**

- Foster and develop positive relationships with internal and external stakeholders
- Recruitment, training and orientation of new Clerical staff as required
- Provide and promote customer focused quality Clerical and administrative related services that are aligned to best practice in dynamic health care

Safe and welcoming:

- Demonstrate initiative in anticipating requirements and provide support in meeting those requirements
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved
- Demonstrate an ability to take ownership for resolving problems in a timely manner
- Demonstrate respect and professionalism with all people
- Promote a culture of continuous service improvement within the administrative team
- Oversee the management of clerical complaints and positive feedback, including entering into VHIMS, in partnership with the Nurse Unit Manager

3. SAFE PRACTICE AND ENVIRONMENT**Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and

accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Highly developed communication and interpersonal skills, both verbal and written
- Proficiency in the use of Microsoft Office package, including good keyboard skills, work processing and accurate data entry
- Ability to learn new computer systems
- Working knowledge of systems and processes used within the Public Healthcare System relevant to the Clerical role
- A flexible approach to tasks undertaken
- Highly developed planning and organisations skills with an ability to efficiently time manage and meet deadlines
- Ability to display initiative and work independently or with minimal supervision
- A demonstrated ability and commitment to work as part of a team
- Demonstrated success in leading a Clerical team to optimize performance
- High level of accuracy and attention to detail
- Ability to manage, review, develop and maintain office systems and procedures
- Experience in liaising with staff at all levels
- Demonstrated ability to prioritise and manage competing demands
- Demonstrate ability to successfully initiate and implement change
- Excellent conflict resolution skills
- Commitment to work collaboratively within the multidisciplinary team
- Understanding of Medical Terminology

Desirable

- Appropriate qualification in administration

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au