

Administration Officer (Paediatrics)

Our Destination 2030: Great Care for Central Queenslanders strategy will shape the future of healthcare across our region and support our aim for Central Queenslanders to be amongst the healthiest in the world. Great staff working in great teams with a culture of supporting and investing in our people's future. Find out more visit online

www.health.qld.gov.au/cq/destination-2030

Great People, Great Place to Work



Role Details

Role Title	Administration Officer	Classification	AO3
Status	Permanent Part Time (Up to 38 hours per fortnight)	Salary	\$37.68 - \$41.90 p.h.
Unit/Facility	Paediatrics Unit	Total Package	Up to \$47,405
Location	Rockhampton	Contact	Vicki Geddes (07) 4920 6218
Job Ad Reference	RK4G575828	Closing Date	Wednesday, 17 July 2024

*Please note: there may be a requirement to work at other facilities located across Central Queensland Hospital and Health Service (CQHHS).

Rockhampton Hospital

Rockhampton Hospital is a 305-bed facility and is the main referral hospital for Central Queensland, now providing integrated cancer care services in Central Queensland in the newly established building boasting state of the art medical equipment.

The other primary hospitals within the health service are Gladstone, Emerald, Yeppoon and Biloela together with many smaller rural units transfer patients through to Rockhampton for specialist care and investigation. Rockhampton Hospital provides training for Medical Students participating in University of Queensland – Central Queensland Rural Clinical School and has links with the Central Queensland University for Nursing and Health Studies. There is a strong emphasis on strengthening the “grow your own” medical workforce with an active Medical Education Unit and registrar training as a major focus within the health service.

Specialist Medical Services offered at the Rockhampton Hospital include Emergency Medicine, General Medicine, Cardiology, Renal Medicine, Palliative Care, Psychiatry, Rehabilitation, Geriatric Medicine, Paediatrics, General Surgery, Orthopaedics, Urology, ENT, Obstetrics and Gynaecology, Intensive Care and Anaesthetics. There are also a range of clinical services provided on a visiting basis from tertiary hospitals in Queensland. Rockhampton Hospital is accredited for training in emergency medicine as well as being accredited for training in general surgery, anaesthetics, intensive care, general medicine, paediatrics, obstetrics and gynaecology and psychiatry.

CQ Health
Living our values

Care	We are attentive to individual needs and circumstance	Integrity	We are consistently true, act diligently and lead by example
Respect	We will behave with courtesy, dignity and fairness in all we do	Commitment	We will always do the best we can all of the time

The Opportunity

Respond to enquiries and provide information and assistance to staff, patients and visitors to facilitate effective service delivery within a hospital setting. Contribute to patient flow by performing a support role to nursing and medical staff, coordinating all patient movements.

Total Package

- 12.75% employer superannuation contribution
- Annual leave loading 17.5%
- Salary packaging
- Work/life balance, variety, and flexibility
- Employee Assistance Program

The Role

- Respond to general reception enquiries on the ward by answering all incoming telephone calls and ensuring accurate transfer of messages and information to support patients and staff.
- As the primary contact on the ward, assist and direct visitors by accessing patient information and providing an effective and courteous front counter service.
- Contribute to patient flow efficiencies on the ward and throughout the hospital by liaising with a range of staff to coordinate appointments, resources and movements on behalf of patients.
- Perform a support role to medical and nursing staff within the department by assisting with the preparation and completion of a range of documentation and administrative duties, including reporting, patient chart auditing, transport of patient records as required.
- Conduct patient interview to verify information and financial details to complete the Patient Election Form (PEF) process.
- Assist with patient discharges and transfers through timely coordination of all required paperwork, transport and updating of hospital information systems.
- Coordinate and schedule appointments and use computer-based systems with expertise for data entry, word processing and spreadsheets where required.
- Prioritise workload effectively and perform duties responsibly in the absence of supervision.

Mandatory Qualifications / Professional Registration / Other Requirements

- **Mandatory qualification/s:** Nil.
- **Non-mandatory qualifications/requirements:** Nil.
- **Proof of identity documents:** Candidates must provide certified copies of requested proof of identity documents for the purposes of General Criminal History and National Police Certificate checks.
- **Disclosure of Serious Disciplinary History:** Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious disciplinary action taken against them.
- **Vaccine Preventable Diseases:** It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment
[Health Employment Directive No. 01/16:](#)
 - Measles, Mumps, Rubella (MMR)
 - Varicella (chicken pox)
 - Pertussis (whooping cough)
 - Hepatitis B
 - All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Further vaccinations may be required due to risks for a role; examples include:

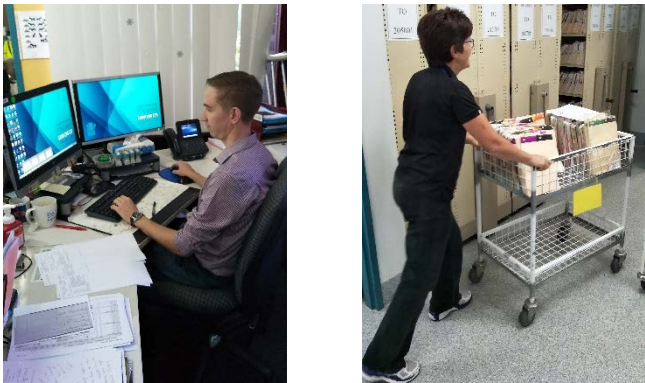
- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens
- Influenza

How you will be Assessed

You will be assessed on your ability to demonstrate the best fit for the role. Within the context of the responsibilities described under 'The Role', the ideal applicant will be someone who can demonstrate the following:

- Exceptional organisation and prioritisation skills and the ability to work autonomously in a self directed manner while contributing to patient flow.
- Proficiency in the application of computerised information systems and applications including Microsoft Outlook, Word and Excel.
- Knowledge or the ability to rapidly acquire knowledge of basic medical terminology to extract and interpret pertinent information from patient medical records and hospital information systems.
- Proven ability to act as an effective member of a multi-disciplinary team to deliver high quality services to clients.
- Well-developed administrative skills to provide an administrative support function to a multidisciplinary team within a hospital environment.
- Sound communication skills with the ability to interact professionally and sensitively, with all levels of staff, patients and the general public.
- Ability to respond effectively and immediately in emergency situations, by following internal procedures and protocols.
- Maintain discretion and exercise judgment where necessary to solve immediate problems in situations where precedents have not been set and procedures not defined, ensuring a satisfactory outcome

TASK ANALYSIS

Position: Administration Support Officer						
Position Description: : Provide administrative support to the Paediatrics Unit						
PPE/Uniform: Closed-in shoes.						
LEGEND	RARE (1-5%)	OCCASIONAL (6% - 33%)		FREQUENT (34% - 66%)	CONSTANT 67% - 100%	REPETITIVE
	1 – 24min	25min – 2hr 38min		2hr 39min – 5hr 15min	5hr 16min - 8hr	Task is performed numerous times using the same body movements
FUNCTIONAL DEMANDS					PHOTO SUMMARY	
POSTURAL TOLERANCES	R	O	F	C	Rep	
Standing			X			
Walking			X			
Sitting				X		
Lying						
Forward bent posture	X					
Forward reach			X		X	
Overhead reach		X				
Squatting / kneeling		X				
Static neck postures			X			

Dynamic neck movement	X				
Crawling					
Stair climbing	X				
Ladder climbing		X			
Other climbing	X				
Trunk twisting					
Hand grip and dexterity				X	X
Foot movement					
WEIGHTED TOLERANCES					
Floor to Waist Lifting	Up to ~15kg		Up to ~3kg		
Waist to Shoulder Lifting			Up to ~3kg		
Overhead Lifting		Up to ~3kg			
Carrying	Up to ~15kg				
Pushing			X		
Pulling			X		
ENVIRONMENTAL FACTORS					
Inhalable Dust					
Noise Levels >85 dBa	X				
Hand/Arm Vibration					
Whole Body Vibration					
Hazardous/biological substances					
Cognitive factors (e.g. work pressure, nightshift work, time constraints).	X				

Computer-based duties.

Pushing trolley.



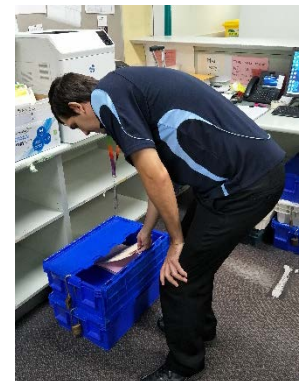
Lifting step.



Accessing charts.



Moving compactus.



Placing chart in box.

ADDITIONAL INFORMATION

- The Ward Clerks (General Administration) perform seated work for the majority of the shift.
- Medical Records workers can be required to stand and walk for the majority of the shift, depending on work demands (e.g. chart deliveries).
- Lifting to waist height of up to approx. 15kg - boxes of charts (up to ~15kg), steps and step ladders (up to ~5kg), bundles of charts (up to ~5kg), individual charts (up to ~3kg), reams of paper and various office supplies (up to ~3kg).
- Lifting to shoulder height of up to approx. 3kg - individual charts (up to ~3kg).
- Lifting overhead of up to approx. 3kg - individual charts (up to ~3kg).
- Carrying of up to approx. 15kg - boxes of charts (up to 15kg), steps and step ladders (up to ~5kg), bundles of charts (up to ~5kg), individual charts (up to ~3kg), reams of paper and various office supplies (up to ~3kg).
- Pushing/pulling - chart trolley, compactus, pushing individual charts into shelving (can require forceful exertion).
- Forward reaching is required when filing charts and completing desk-based tasks and can be repetitive.
- Overhead reaching and squatting/kneeling can be required when filing charts.
- Static neck postures (particularly neutral postures) may be required when completing desk-based tasks.
- Dynamic neck movement (flexion, extension, rotation) may be required when seeking files within the compactus.
- Climbing (steps, ladders, etc.) is required when accessing files.

- Hand grip and dexterity can be repetitive. Dexterity is required when performing paperwork (writing), typing and performing computer work. Hand grip is required when operating the compactus and pulling files, this can require forceful exertion.
- May be exposed to noise due to patient interaction (particularly Ward Clerks).
- May be exposed to cognitive factors including work pressure and time constraints.

Organisational Chart

