


POSITION DESCRIPTION

**SLHD - Department Secretary
(Administrative Officer Level 4) -
Ambulatory Care Business Unit (Concord)**





PATIENT AND FAMILY CENTRED CARE
OUR PATIENTS | OUR PEOPLE | OUR CULTURE

Our CORE values
Collaboration
Openness
Respect
Empowerment

Sydney Local Health District's vision is *"to achieve excellence in health and healthcare for all"*.

Organisation	NSW Health
Local Health District / Agency	Sydney Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration
Website	www.slhd.nsw.gov.au/

PRIMARY PURPOSE

To provide a high standard of medical typing of reports, General practitioner and other referring specialist letters arising from clinical examination in a timely manner.
Also to provide high level secretarial/administrative and advisory support in accordance with the operating requirements of the Ambulatory Care Business Unit within Concord Hospital

KEY ACCOUNTABILITIES

Transcribe letters, reports and other written documentation for department clinicians to referring specialists (inclusive of general practitioners) arising from clinical examination in a timely manner.

Participate in reception duties to cover reception staff lunch breaks, including answering telephones, greeting and attending to patients in a professional and courteous manner.

Schedule and re-schedule appointments for patients appropriate to their needs, inclusive of interpreters and transport. Adhere to booking protocols and liaise with clinicians in regards to booking changes.

Address departmental billing (private, Medicare and medico-legal), co-ordinate private inpatient billing and outstanding debts as per Ambulatory Care Business Unit billing protocols.

Participate in Ambulatory Care Business Unit audit protocols.

Collate and assist with procedures, protocols and statistics required on billing and patient flow.

Ensure regular communication with staff, through formal and informal correspondence.

Work as a team member with minimal supervision and promote team spirit through open communication and liaison

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Health
Sydney
Local Health District

with all members of the care team – doctors, nurses, allied health and all other staff.

Coordinate domestic and international travel and accommodation arrangements for all clinicians within the department.

Coordinate all meetings, including education and quality led by department specialists.

Assist with the proofing, preparation and production of reports, confidential documents correspondence, minutes and manuscripts for publication.

Manage and co-ordinate the Head of Department's diary and duties associated with his/her role as the Head of Department, e.g. timesheets and TESL arrangements.

Manage patient medical records and sub-files accordingly to NSW Health, district and local policy and procedure ensuring files are kept secure and strict confidentiality is maintained. This is inclusive of file preparation, checking for valid referral, contacting patients regarding invalid referrals, files available for clinics maintaining accurate tracking mark outs.

Perform clerical duties – filing, faxing, photocopying, emails and data entry if required.

Approach all patients, staff and the public with a professional and courteous manner and assist in the maintenance of an environment, which is welcoming and supportive to patients and visitors.

Assist with department orientation, QI activities, OH&S accreditation processes by working as a team member

Maintain consulting rooms with adequate stock and general tidy up of room after use.

Respect the privacy of patients and maintain the confidentiality of all patient information according to the established guidelines.

The accountabilities outlined indicate the scope of the position. The incumbent may be asked to perform job-relate

KEY CHALLENGES

- Efficient & timely typing of consultation reports.
- Ensure the efficient functioning of the Ambulatory Care Clinics by providing a high level of assistance and information support to colleagues.
- Communicating with the general public in a professional and courteous manner when under pressure and Work within changing environments with ability to adapt to change efficiently

POSITION DESCRIPTION

SLHD - Department Secretary (Administrative Officer Level 4) - Ambulatory Care Business Unit (Concord)

KEY RELATIONSHIPS

Who	Why
Ambulatory Care Business Unit Operations Manager, Ambulatory Care Business Unit Business Manager, Group Supervisor, Department Head, Clinical Manager, Nursing Staff, Administrative Staff.	To fulfill key accountabilities
General Public / Clients and Hospital staff across all levels	To fulfill key accountabilities

SELECTION CRITERIA

1. Experience with Dictaphone transcribing equipment, with a typing speed of minimum 50wpm.
2. Demonstrated experience with computers and computer software packages i.e. Microsoft Word, Excel, and Microsoft Outlook.
3. Ability to work independently with minimal direction as part of a multidisciplinary team.
4. Excellent organisational skills with comprehension of the need for accuracy and attention to detail in all documentation.
5. Excellent communication skills with the ability to communicate with a wide range of internal and external customers both verbally and in writing.
6. Ability to work under pressure and adapt to an environment that is constantly changing.
7. Understanding of confidentiality in a health context
8. Medical Terminology experience / certificate

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at both SLHD and NSW Health.

Consistent with this all employees are:

1. Expected to model the NSW Health Core Values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace to the extent of the delegated authority for the role, as per Work Health Safety policy.

POSITION DESCRIPTION - Proposed

Office Administration & Quality Coordinator (Administrative Officer Level 4)



PATIENT AND FAMILY CENTRED CARE

OUR PATIENTS | OUR PEOPLE | OUR CULTURE

Our CORE values

Collaboration
Openness
Respect
Empowerment

Sydney Local Health District's vision is *"to achieve excellence in health and healthcare for all"*.

Organisation	NSW Health
Local Health District / Agency	Sydney Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration
Vaccination Category	Category A
ANZSCO Code	542114 Medical Receptionist
Website	www.slhd.nsw.gov.au/

PRIMARY PURPOSE

The role of Office Administration & Quality Coordinator is to deliver high level customer service and administrative support to the Ambulatory Care Business Unit and the Outpatient Services Clinics in accordance with the NSW Health Outpatient Services Framework and the National Accreditation standards.

Sydney Local Health District's vision incorporates NSW Health Core Values and a commitment to equity, health improvement, timeliness and efficiency, recognising that evidence-based service delivery requires highly skilled and valued staff supported by research, education and state-of-the-art technologies.

Our strategic priority under this vision is our commitment to excellence in Patient and Family Centred Care. Staff are supported to ensure patients, their families and carers are considered as partners in care to achieve optimal patient outcomes and best possible healthcare experience.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

POSITION DESCRIPTION

Office Administration & Quality Coordinator (Administrative Officer Level 4)

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

KEY ACCOUNTABILITIES

- Act as the central contact and administrative support in the outpatient clinics for the clinical staff and the Ambulatory Care Business Unit (ACBU).
- Maintain effective communication with all stakeholders through formal and informal methods. This includes medical, nursing, allied health, clinical and corporate staff and the general public.
- Co-ordinate the receipt, clinical triage and processing of patient referrals in accordance with the recommendations of the NSW Ministry of Health Outpatient Services Framework as well as district and local policies and procedures.
- Ensure all front-line services roles are supported and administrative duties are completed in a professional and timely manner by organising adequate administrative relief coverage or assisting with coverage as needed.
- Ensure departmental billing functions are performed as per the Ambulatory Care Business Unit billing protocols and deadlines, including but not limited to V-Money checking, PBRC, eMR scheduling module, and data collection and accuracy in relation to billing extracts.
- Complete administrative tasks in regards to:
 - The collection of statistics relating to administrative processes required to measure department performance, quality and efficiency.
 - Quality improvement initiatives and projects.
 - Audits in accordance with audit plans and deadlines.
 - Preparation of reports, minutes and other correspondence as required.
- Assist with the creation and updating of operational procedures and protocols for administrative functions. Ensuring technological changes are incorporated into protocols to reflect corporate objectives.
- Ensure patient appointments are scheduled in accordance with clinical direction, systems and booking protocols, NSW Health Specialist Outpatient Services Framework and/ patient need, this includes organising subsequent appointments, interpreters and transport, etc.
- Assist the Administrative Stream Supervisor with the delivery of departmental orientation, provision of training to new staff members in regards to key, administrative processes and performance indicators, including receiving and managing referrals, appointment list management, clinic specific protocols and clinic revenue.
- Provide administrative support to the Clinical Heads of Department in relation to their public hospital appointment. This includes complex diary & email management, scheduling meetings, coordinating domestic and international travel and accommodation arrangements for the relevant department clinicians, producing correspondence, minute taking, Powerpoint presentations, audits results and responses, work health and safety management tasks, submitted AFM requests, etc.
- Ensure health information that is accessible in the service is managed in accordance with the Health Records and Information Privacy Act (2002) and other relevant district and local policies and legislations.
- The key accountabilities outlined in this section are indicative of the scope of the position, the incumbent

POSITION DESCRIPTION

Office Administration & Quality Coordinator (Administrative Officer Level 4)

may be asked to perform other job-related duties by the Operations Manager and Business Manager of the Ambulatory Care Business Unit or the Manager Patient Services and Information Department.

KEY CHALLENGES

- Providing high level administrative support and professional customer service within a high volume Specialist Outpatient Service.
- Meeting organisational standards, goals and key performance indicators within set deadlines.

KEY RELATIONSHIPS

Who	Why
Ambulatory Care Business Unit Operations Manager, Ambulatory Care Business Unit Business Manager and Administrative Group Supervisor	To fulfil key accountabilities.
General Public / Clients and Hospital staff across all levels	To fulfil key accountabilities.
Department Head, Clinical Manager, Nursing staff and Administrative staff	To fulfil key accountabilities.

SELECTION CRITERIA

1. Demonstrated and consistent behaviours that reinforce the organisations CORE Values (Collaboration, Openness, Respect and Empowerment) with all stakeholders; colleagues, patients and consumers, and those that care for them.
2. Demonstrated high level of interpersonal, written, verbal and telephone communication skills and experience in liaison and high level negotiation skills at all levels of the organisation.
3. Ability to work within a multidisciplinary team environment, with the ability to be self- motivated work independently without supervision and problem-solve in order to reliably contribute to the achievement of the organisational goals within a multidisciplinary team.
4. Demonstrated high level organisational and time management skills, with the proven ability to organise and prioritise a demanding workload under pressure to meet deadlines.
5. Demonstrated proficient use of computers in a variety of software applications including Microsoft Office, Word, Excel, Powerpoint, email programs, patient administration systems (Cerner PAS/Scheduling), Stafflink, Recruitment on boarding systems (ROB) and databases.
6. Demonstrated ability to complete detailed work in a systematic and accurate manner to ensure data integrity.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at both SLHD and NSW Health.

POSITION DESCRIPTION

Office Administration & Quality Coordinator (Administrative Officer Level 4)

Consistent with this all employees (both clinical and non-clinical) are:

1. Expected to model the NSW Health Core Values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace to the extent of the delegated authority for the role, as per Work Health Safety policy.
3. Required to support and contribute to the Patient and Family Centred Care approach to healthcare delivery.

Current Position Description

POSITION DESCRIPTION

SLHD - Administrative Officer (Level 3) - Ambulatory Care Business Unit (Concord)



PATIENT AND FAMILY CENTRED CARE

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Our CORE values

Collaboration
Openness
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Sydney Local Health District's vision is *"to achieve excellence in health and healthcare for all"*.

Organisation	NSW Health
Local Health District / Agency	Sydney Local Health District
Position Classification	Admin Off Lvl 3
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration
Website	www.slhd.nsw.gov.au/

PRIMARY PURPOSE

The Ambulatory Care Business Unit provides administrative services to a variety of Outpatient and Private Clinics. To service these clinics Administration Staff need to be flexible to work in a variety of clinics as required. This position is responsible for delivering a high standard of administrative support to the Ambulatory Care Business Unit operations including administrative support for front line clinics, both outpatient and private.

KEY ACCOUNTABILITIES

- Meet and greet, answering of telephones, providing information to the general public in a professional and courteous manner.
- Make appointments for patients appropriate to their needs. Including booking of interpreters and Reschedule clinics as directed.
- Flexibility to work in a various team environments.
- Adhere to booking protocols and liaise with clinicians regarding over booking of sessions for urgent cases.
- Duties associated with admission and discharging of non-admitted patients.
- Entering and checking details are correct on the computer system, to produce relevant documentation and identification labels, maintain patients privacy and ensure confidentiality at all times.
- Medicare billing of patients after treatment is completed.
- Liaise with specialists regarding the over booking of sessions to allow for urgent cases.
- Management of patient medical records.
- File preparation, checking for valid referral, contacting patients regarding invalid referrals, files available for clinics maintaining accurate tracking mark outs.
- Ensure medical records are kept secure maintaining strict confidentiality.
- Access and utilize the hospital clinical information systems appropriately.
- Arrange internal / external transport for patients. This includes DVA transport, Hospital porters, Ambulance transport.
- Filing, faxing, photocopying and emails.
- Assist in the maintenance of an environment, which is welcoming and supportive to patients and visitors.
- Deal in a professional and courteous manner with all patients, staff and the public.
- Participate in activities related to the actioning of disaster procedures.
- Promote team spirit through open communication and liaison with all members of the care team – doctors, nurses,

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SLHD - Administrative Officer (Level 3) - Ambulatory Care Business Unit (Concord)



allied health and all other staff and work as team member and with minimal supervision.
Perform the Medicare Billing reconciliation process for the Ambulatory Care Services.
Ensure submission of claims to Medicare and DVA are completed weekly.
Collect doctors' authorization/confirmation regarding billing matters as required.
Follow up and resubmit rejections and discrepancies weekly.
Identify item mixes and non-billed encounters to Clinic Supervisor/Group Supervisor for follow up.
Store all information related to financial process/outcomes appropriately.
Ensure all referrals are being managed and up to date.
Assist with department orientation, QI activities, OH&S accreditation processes by working as a team member.
Maintain consulting rooms with adequate stock and general tidy up of room after use.
Respect the privacy of patients and maintain the confidentiality of all patient information according to the established guidelines.
Complying with Health & Safety instructions, policies and procedures.
Using and maintaining safety devices and personal protective equipment correctly.
Being familiar with emergency and evacuation procedures and complying with the instructions given by emergency response personnel.
All required health & safety training is undertaken and qualifications are kept current.
Perform other duties appropriate to this position as requested.

KEY CHALLENGES

- Ensure the efficient functioning of the Ambulatory Care Clinics and provide a high level of assistance and information support to colleagues. □ □
- Communicating in a professional and courteous manner when under pressure.
- Work within changing environments with ability to adapt to change efficiently.

KEY RELATIONSHIPS

Who	Why
Manager, Supervisor and Clinical Staff	To ensure position requirements are met
Patients/Families/Carers	To ensure best outcomes for patients

SELECTION CRITERIA

1. Previous experience in an administrative setting with established high level computer literacy and typing skills.
2. Knowledge of Medicare billing.
3. Ability to work independently with minimal supervision and collaboratively in a team environment.
4. Excellent written and verbal communication with strong interpersonal skills including ability to liaise with a wide range of staff and clients.
5. Strong understanding of patient confidentiality guidelines and staff obligations regarding same.
6. Excellent organisational skills with the capacity to work under pressure, maintaining attention to detail and meet deadlines.
7. Flexibility and ability to work according to the Ambulatory Care Business unit requirements; working in a variety of clinics and variable working times. E.g. 7:30 – 4pm, 8am-4:30pm, 8:30am – 5:00pm, 9am – 5:30pm where required.
8. Understanding of Medical Terminology or certificate demonstrating completion of same.

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OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures at both SLHD and NSW Health.

Consistent with this all employees (both clinical and non-clinical) are:

1. Expected to model the NSW Health Core Values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace to the extent of the delegated authority for the role, as per Work Health Safety policy.
3. Required to support and contribute to the Patient and Family Centred Care approach to healthcare delivery.

POSITION DESCRIPTION – *Proposed*

Administrative Officer Level 3 – Ambulatory Care



**PATIENT AND
FAMILY CENTRED CARE**
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Collaboration
Openness
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Local Health District	Sydney Local Health District
Position Classification	Administrative Officer Level 3
State Award	Health Employees Administrative Staff (State) Award
Facility	Concord Repatriation General Hospital
Position Number	257005
Cost Centre Number	457501
Vaccination Category	Category A
Employment Screening	None

Sydney Local Health District's vision incorporates NSW Health Core Values and a commitment to equity, health improvement, timeliness and efficiency, recognising that evidence-based service delivery requires highly skilled and valued staff supported by research, education and state-of-the-art technologies.

Our strategic priority under this vision is our commitment to excellence in Patient and Family Centred Care. Staff are supported to ensure patients their families and carers are considered as partners in care to achieve optimal patient outcomes and best possible healthcare experience.

PRIMARY PURPOSE

The purpose of this role is to provide a high standard of administrative support and customer service within the outpatient services, both in the front-line and back-office roles. This role provides support to a variety of Outpatient Services across the facility and is committed to Patient and Family Centred Care.

KEY ACCOUNTABILITIES

- Complete administrative duties relating to managing the patient journey from commencement of outpatient services care to discharge, including prompt and efficient processing of all necessary paperwork, patient enquiries, referrals, bookings and billing functions. Related duties are to be completed with a high level of accuracy in accordance with the standards, key performance indicators and expectations stipulated in the NSW Health Outpatient Services Framework and SLHD policies.

- Be the point of contact for patients and their families as well as nursing, medical, allied health and support service staff and provide them with all relevant information within the scope of this role. Relevant and accurate information is gathered, prepared and communicated effectively.
- Communicate effectively and empathetically with all stakeholders, demonstrating professionalism and respect at all times to ensure the prevention and or de-escalation of potentially volatile situations.
- Provide administrative support in outpatient clinic settings, including but not limited to registration, scheduling and cancelling appointments, organising Interpreter or transport bookings, data entry, clinical documentation management, meeting minutes, diary management and coordination of all correspondence for action by utilising appropriate systems and meeting deadlines. Tasks are to be completed in order of priority, within deadlines and in accordance with ACBU expectations.
- Ensure all correspondence and data entry is accurate and up to date, address missing and/or incorrect information as a matter of priority.
- Ensure Medicare billing errors are kept to a minimum and that rejections or discrepancies are addressed promptly in accordance with the department extract dates and key performance indicators.
- Complete all tasks in accordance with the CRGH or SLHD policies, CORE Values and NSW Health Code of Conduct; model behaviours that reflect the SLHD. Demonstrate understanding of CORE values in all interactions with customers, colleagues and managers.
- Complete all assigned duties (including ad hoc duties) within the allocated timeframes and in order of priority.
- Assist with quality and quantitative audits by completing audit programs and collating information as routinely required or directed.
- Ensure all mandatory training and/or training relevant to the role is completed within designated timeframes.
- Ensure leave is taken in accordance with Outpatient Services requirements and NSW Health Policies and awards.
- Perform all other duties appropriate to this position as directed by the ACBU Operations Manager, Business Manager and Patient Services and Information Department Manager.

SELECTION CRITERIA

1. Proven ability to provide a high-level of customer service to both internal and external customers and work a variety of shifts based on the operational requirements of the Ambulatory Care Business Unit.
2. Demonstrated ability to communicate effectively (written, verbal and face to face) with a focus on professionalism and empathy.
3. Proven organisational ability to complete tasks based on priorities and deadlines with ability to effectively multi-task.
4. Proven ability to perform multiple administrative duties simultaneously and work in a multidisciplinary team setting as well as independently under minimal supervision.
5. Proven ability to work under pressure, maintaining attention to detail and perform all tasks with discretion, judgement and confidentiality as circumstances dictate.
6. Proven flexibility and initiative in relation to quality improvements.

KEY CHALLENGES

- Maintaining privacy and confidentiality
- Managing competing priorities, and ensuring all tasks are completed with a high level of attention to detail and within the allocated timeframe.
- Adapting to change

KEY RELATIONSHIPS

Who	Why
1. Ambulatory Care Business Unit Operations Manager, Ambulatory Care Business Unit Business Manager and Administrative Group Supervisor.	To fulfil key accountabilities
2. General Public / Clients and Hospital staff across all levels.	To fulfil key accountabilities
3. Department Head, Clinical Manager, Nursing staff and Administrative staff.	To fulfil key accountabilities

OTHER REQUIREMENTS

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3. Required to support and contribute to the Patient and Family Centred Care approach to healthcare delivery.

WORK HEALTH AND SAFETY ROLE SPECIFIC RESPONSIBILITIES

The purpose of this form is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbents, or future incumbents, Work, Health and Safety responsibilities peculiar to the position.

This form is to be completed in consultation with the manager/supervisor of the position being recruited to.

JOB DEMANDS FREQUENCY KEY

I = Infrequent	Intermittent activity, exists for short time on a very infrequent basis
O = Occasional	Activity exists up to 1/3 of the time when performing the job

F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	Activity exists for more than 2/3 of the time when performing the job
R = Repetitive	Activity involves repetitive movements
N = Not Applicable	Activity is not required to perform the job

Physical Demands	
Sitting - remaining in a seated position to perform tasks	F = Frequent
Standing - remaining standing without moving about to perform tasks	O = Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	O = Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	I = Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	F = Frequent
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	F = Frequent
Kneeling - remaining in a kneeling posture to perform tasks	I = Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	I = Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	I = Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	I = Infrequent
Lifting / Carrying - Light lifting and carrying (0 - 9 kg)	O = Occasional
Lifting / Carrying - Moderate lifting and carrying (10 - 15 kg)	O = Occasional
Lifting / Carrying - Heavy lifting and carrying (16kg and above)	O = Occasional
Reaching - Arms fully extended forward or raised above shoulder	F = Frequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	O = Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	I = Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	C = Constant
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	C = Constant
Work At Heights - Using ladders, footstools, scaffolding, or other objects	I = Infrequent

to perform work	

Sensory Demands	
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	C = Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	C = Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	N = Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	N = Not Applicable
Touch - Use of touch is an integral part of work performance	C = Constant

Psychosocial Demands	
Distressed People - e.g. Emergency or grief situations	I = Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	I = Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	I = Infrequent
Restraining - involvement in physical containment of patients / clients	N = Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead /mutilated bodies	N = Not Applicable

Environmental Demands	
Dust - Exposure to atmospheric dust	I = Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	N = Not Applicable
Fumes - Exposure to noxious or toxic fumes	I = Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	I = Infrequent
Hazardous substances - e.g. Dry chemicals, glues	I = Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	I = Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	I = Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	I = Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	I = Infrequent
Confined Spaces - areas where only one egress (escape route) exist	I = Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	I = Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	I = Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	I = Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	I = Infrequent



As the incumbent of this position, I have read the Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of SLHD and can be required to work in any location under the jurisdiction of SLHD.

I have read the inherent job requirements for the position. I understand the listed physical requirements of the position and make the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements of this position. Any adjustments I may need have been discussed with the position's manager together with Human Resources, prior to completing this health declaration

I also agree to strictly observe the District's policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment am aware that any false or misleading statements may threaten my appointment or continued employment with Sydney Local Health District.

Applicant Name _____

Position Title _____

Signature of Applicant _____ Date ____ / ____ /20__

Manager Name: _____ please print

Manager Signature: _____ Date: ____ / ____ /20__