

POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	Clinical Services
Branch	Surgery
Position Number	P23712
Position Title	Business Support Officer
Classification	Administrative Services Officer 3
Location	CHS
Last Reviewed	8 March 2022 - DS



Our **Vision**: creating exceptional health care together
 Our **Role**: to be a health service that is trusted by our community
 Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

The Division of Surgery is responsible for delivering inpatient and outpatients surgical and medical imaging services to the ACT and surrounding region. The Division includes Surgical Bookings and Pre-Admission Clinic, Anaesthesia, Pain Management Unit, Operating Theatres, Post-Anaesthetic Care Unit, Day Surgery Unit and Admissions / Extended Day Surgery Unit, specialist surgical ward areas, medical and nursing Outpatient services, ACT Trauma Service, ICU, Capital Retrieval, Trauma and Orthopaedic Research Unit.

These Units are supported by administration support officers who engage in a range of duties including reception responsibilities in patient service areas, and general business support and personal assistant activities in the business offices of the division's clinical units.

DUTIES

Under direction of the Operations or Administration Manager and unit managers, you will provide administrative support for the Division of Surgery across units including but not limited to Surgical Bookings, Theatres, the Department of Anaesthesia and the Intensive Care Unit. You will:

In patient service areas:

1. Provide reception services, including fielding enquiries from and liaising with patients, internal and external clients, and the general public.
2. Provide administrative support for clinics including booking and managing clinic appointments, performing admission and discharge procedures and maintaining a patient information database system.
3. Provide high quality customer service as outlined in the ACT Public Service Customer Service Standard.

General administrative support:

4. Provide administrative support to the division and its units including data entry; creating, maintaining and filing documents; ordering and managing office supplies; and arranging for minor repairs and maintenance in unit offices.
5. Assist unit managers in coordinating the business of the unit including secretarial activities in support of unit business meetings, and roster maintenance.
6. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

Behavioural Capabilities

To be successful in this position, it is expected that the successful candidate will have the following attributes:

1. Strong organisational skills with a high degree of drive.
2. Adaptability and flexibility to accommodate change and provide a responsive service.
3. A commitment to the provision of high-quality customer service

Position Requirements/Qualifications:

Desirable:

- Have an understanding of how the [National Safety and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

1. Proven ability to provide high level organisational and administrative support in a busy environment, including the ability to exercise initiative, prioritise workloads, and meet deadlines with minimal supervision.
2. Well-developed oral, written and interpersonal communication skills with demonstrated ability to establish and maintain effective working relationships with internal and external stakeholders.
3. Demonstrated high-level computer skills including data input and the maintenance of data integrity. Competency with the use of databases, particularly patient information systems and Microsoft Office applications.
4. Demonstrated understanding of basic medical terminology, and the application of policies, procedures and audit processes.
5. Demonstrated understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Frequently
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Choose an item.
Unpredictable People e.g. Dementia, mental illness, head injuries	Choose an item.
Restraining e.g. involvement in physical containment of clients/consumers	Choose an item.
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Choose an item.

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Choose an item.

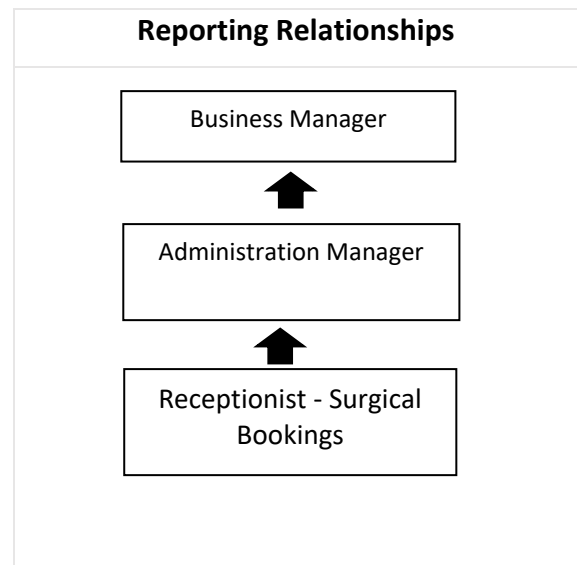
MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Frequently
Lifting 10 – 15kg	Choose an item.
Lifting 16kg+	Choose an item.
Climbing	Choose an item.
Running	Choose an item.
Reaching	Occasionally
Kneeling	Choose an item.
Foot and leg movement	Choose an item.
Hand, arm and grasping movements	Occasionally
Bending/squatting	Choose an item.
Bend/Lean Forward from Waist/Trunk twisting	Choose an item.
Push/pull	Choose an item.
Sequential repetitive movements in a short amount of time	Choose an item.

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Choose an item.
Frequent travel – driving	Choose an item.

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Choose an item.
Exposure to extreme temperatures	Choose an item.
Operation of heavy machinery e.g. forklift	Choose an item.
Confined spaces	Choose an item.
Excessive noise	Choose an item.
Low lighting	Choose an item.
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Choose an item.
Slippery or uneven surfaces	Choose an item.

POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	Clinical Services
Branch	Surgery
Position Number	22149, 29730
Position Title	Receptionist - Surgical Bookings
Classification	Administrative Services Officer Grade 3
Location	The Canberra Hospital
Last Reviewed	1 February 2021 (JE)



Our **Vision**: creating exceptional health care together
 Our **Role**: to be a health service that is trusted by our community
 Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

The Division of Surgery is responsible for delivering inpatient and outpatients surgical and medical imaging services to the ACT and surrounding region. The Division includes Surgical Bookings and Pre-Admission Clinic, Anaesthesia, Pain Management Unit, Operating Theatres, Post-Anaesthetic Care Unit, Day Surgery Unit and Admissions / Extended Day Surgery Unit, Medical Imaging, specialist surgical ward areas, medical and nursing Outpatient services, ACT Trauma Service, ICU, Capital Retrieval, Trauma and Orthopaedic Research Unit and the ACT Trauma Service.

These Units are supported by administration support officers.

The Surgical Bookings Department maintains the Elective Surgery Waiting List (ESWL) for the Canberra Hospital and co-ordinates theatre bookings and associated equipment requirements for individual surgical specialties.

DUTIES

Under direction of the Operations Manager – Administration and the Assistant Director of Nursing – Surgical Bookings, the Receptionist will provide administrative support for the Surgical Bookings Unit by undertaking the duties listed in the duty statement. You will:

1. Oversee and provide reception services in support of the Surgical Bookings Unit and Preadmission Clinic, including a broad range of enquiries and undertake extensive liaison with patients, internal and external clients, and the general public.
2. Oversee and coordinate booking of appointments for new and existing patients, including providing administrative support for clinics run by the unit. Undertake admission and discharge procedures and maintain a patient information database system.
3. Under general direction, provide clerical and secretarial support to the Manager Surgical Bookings and Preadmission Clinic and assist in the management and planning of Theatre Lists. Provide administrative support to the department including:
 - * Providing document processing services, updating Clinical and Policy protocols, maintaining a filing system;
 - * Attending meetings and recording minutes;
 - * Requisition and manage office supplies; and
 - * Arrange for minor repairs and maintenance required within the Department.
4. Provide high quality customer service as outlined in the ACT Public Service Customer Service Standard.
(NB: ESWL = Elective Surgery Waiting List)
5. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

Behavioural Capabilities

To be successful in this position, it is expected that the successful candidate will have the following attributes:

1. Strong organisational skills with a high degree of drive.
2. Adaptability and flexibility to accommodate change and provide a responsive service.
3. A commitment to the provision of high-quality customer service

Position Requirements/Qualifications:

Desirable:

- Experience with Dictaphone typing.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role as detailed in the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

Your statement of claims against the selection criteria should summarise how your skills and experiences would enable you to fulfil the responsibilities of the position. It is therefore in the interests of candidates to present their application in a way that demonstrates significant outcomes associated with each of the criteria, as well as the capabilities and behaviours that underpin them.

1. Demonstrated ability to provide high level organisational and administrative support within a busy environment, including the ability to respond effectively to changing priorities and work to deadlines with minimal supervision
2. Well-developed interpersonal skills and demonstrated ability to establish and maintain effective communications and working relationships with internal and external stakeholders.
3. Demonstrated high-level computer skills including data input and the maintenance of data integrity. Experience with the use of Databases, particularly patient information systems and Microsoft Office applications.
4. Demonstrated ability to apply or willingness to learn the application of policies, procedures and audit processes.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

HOW TO APPLY / OR WANT TO KNOW MORE?

Applications must be submitted through the e-recruitment system. Applications must include a copy of a current resumé, and

- A response to the selection criteria under “what you require” Where possible include specific relevant examples of your work.

CHS Contact: Michelle Paul, Administration Manager, (02) 5124 4175

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Frequently
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Choose an item.
Unpredictable People e.g. Dementia, mental illness, head injuries	Choose an item.
Restraining e.g. involvement in physical containment of clients/consumers	Choose an item.
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Choose an item.

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Choose an item.

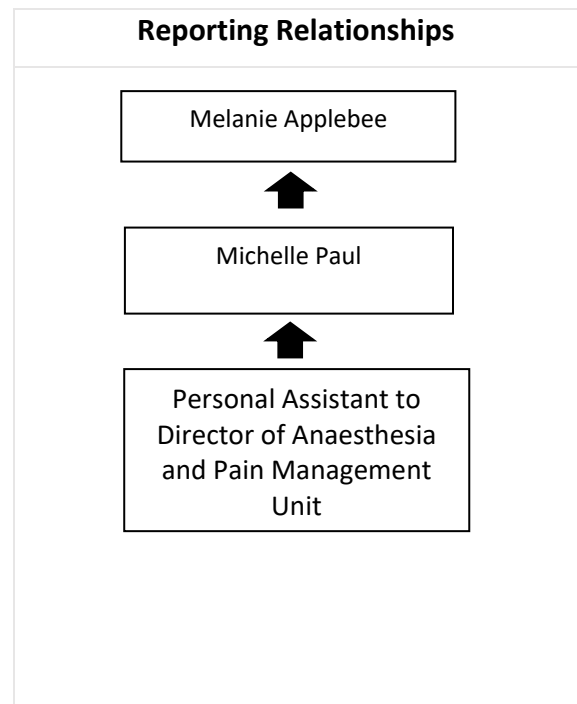
MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Frequently
Lifting 10 – 15kg	Choose an item.
Lifting 16kg+	Choose an item.
Climbing	Choose an item.
Running	Choose an item.
Reaching	Occasionally
Kneeling	Choose an item.
Foot and leg movement	Choose an item.
Hand, arm and grasping movements	Occasionally
Bending/squatting	Choose an item.
Bend/Lean Forward from Waist/Trunk twisting	Choose an item.
Push/pull	Choose an item.
Sequential repetitive movements in a short amount of time	Choose an item.

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Choose an item.
Frequent travel – driving	Choose an item.

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Choose an item.
Exposure to extreme temperatures	Choose an item.
Operation of heavy machinery e.g. forklift	Choose an item.
Confined spaces	Choose an item.
Excessive noise	Choose an item.
Low lighting	Choose an item.
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Choose an item.
Slippery or uneven surfaces	Choose an item.

POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	Clinical Services
Branch	Surgery
Position Number	24245
Position Title	Personal Assistant to Director of Anaesthesia and Pain Management Unit Part-time – Thursday and Friday
Classification	Administrative Services Officer Grade 3 (Medical Typing Allowance)
Location	The Canberra Hospital
Last Reviewed	1 February 2021 (JE)



Our **Vision:** creating exceptional health care together
 Our **Role:** to be a health service that is trusted by our community
 Our **Values:** Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

The Division of Surgery, Oral Health is responsible for delivering inpatient and outpatients surgical and medical imaging services and prevention and treatment dental health programs for children, targeted youth and adults of the ACT and surrounding region. The Division includes Surgical Bookings and Pre-Admission Clinic, Anaesthesia, Pain Management Unit, Operating Theatres, Post-Anaesthetic Care Unit, Day Surgery Unit and Admissions / Extended Day Surgery Unit, Medical Imaging, specialist surgical ward areas, medical and nursing Outpatient services, ACT Trauma Service, ICU, Capital Retrieval, Trauma and Orthopaedic Research Unit and the ACT Trauma Service.

These Units are supported by administration support officers.

DUTIES

Under direction of the Operations Manager – Administration and the Director of Anaesthesia and Pain Management Unit, the Personal Assistant will provide administrative support for the Anaesthesia Unit by undertaking the duties listed in the duty statement. You will

1. Maintain liaison with doctors, patients, other members of the management team and personnel both within and outside the hospital to ensure effective co-ordination of the sectional activities. Attend to and take appropriate action on enquiries relating to the functions of the Department of Anaesthesia and Pain Management.
2. Maintain liaison with appropriate secretarial, administration and other staff of the Australian National University and with medical students attached to the Department of Anaesthesia and Pain Management.
3. Attend and provide secretariat support to the sectional meetings.
4. Assist the Office Manager with minor research and project tasks as required to support the quality assurance activities of the Department of Anaesthesia and Pain Management.
5. Provide high quality customer service as outlined in the Customer Service Standards and promote organisational values.
6. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

Behavioural Capabilities

To be successful in this position, it is expected that the successful candidate will have the following attributes:

1. Strong organisational skills with a high degree of drive.
2. Adaptability and flexibility to accommodate change and provide a responsive service.
3. A commitment to the provision of high-quality customer service

Position Requirements/Qualifications:

Desirable:

- Experience with Dictaphone typing.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role as detailed in the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

Your statement of claims against the selection criteria should summarise how your skills and experiences would enable you to fulfil the responsibilities of the position. It is therefore in the interests of candidates to present their application in a way that demonstrates significant outcomes associated with each of the criteria, as well as the capabilities and behaviours that underpin them.

1. Experience in providing high level organisational and office management including the ability to exercise initiative, prioritise workloads and meet deadlines.
2. Demonstrated high level oral and written communication skills with sound interpersonal skills.
3. Knowledge of computer software (or the ability to acquire quickly) including but not limited to Databases, particularly patient information systems, Microsoft Office and Outlook.
4. Demonstrated fast and accurate keyboard skills with an understanding of both general medical terms and medical terminology specific to this area and experience with Dictaphone transcription.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

HOW TO APPLY / OR WANT TO KNOW MORE?

Applications must be submitted through the e-recruitment system. Applications must include a copy of a current resumé, and

- A response to the selection criteria under “what you require”.

Where possible include specific relevant examples of your work.

1. CHS Contact: Michelle Paul, Administration Manager, (02) 5124 4175

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Choose an item.
Unpredictable People e.g. Dementia, mental illness, head injuries	Choose an item.
Restraining e.g. involvement in physical containment of clients/consumers	Choose an item.
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Choose an item.

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Choose an item.

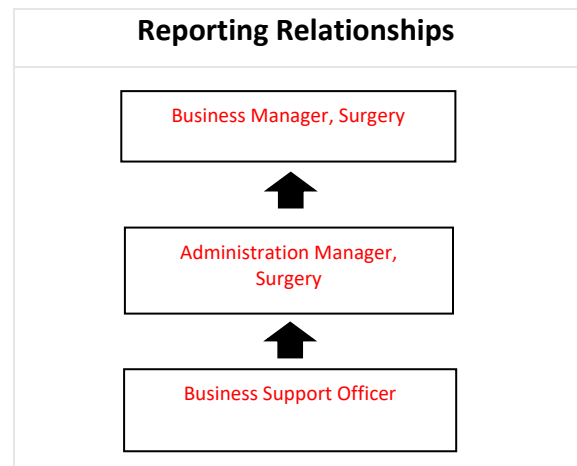
MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Choose an item.
Lifting 16kg+	Choose an item.
Climbing	Occasionally
Running	Choose an item.
Reaching	Choose an item.
Kneeling	Choose an item.
Foot and leg movement	Occasionally
Hand, arm and grasping movements	Frequently
Bending/squatting	Choose an item.
Bend/Lean Forward from Waist/Trunk twisting	Choose an item.
Push/pull	Choose an item.
Sequential repetitive movements in a short amount of time	Choose an item.

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Choose an item.
Frequent travel – driving	Choose an item.

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Choose an item.
Exposure to extreme temperatures	Choose an item.
Operation of heavy machinery e.g. forklift	Choose an item.
Confined spaces	Choose an item.
Excessive noise	Choose an item.
Low lighting	Choose an item.
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Choose an item.
Slippery or uneven surfaces	Occasionally

POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	Surgery
Branch	Intensive Care Unit
Position Number	14510
Position Title	Business Support Officer
Classification	ASO3
Location	Canberra Hospital
Last Reviewed	14 October 2021 - DS



Our **Vision**: creating exceptional health care together
 Our **Role**: to be a health service that is trusted by our community
 Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

The Business Support Officer is responsible for supporting the strategic and operational activities of the Intensive Care Unit. The position reports to the Administration Manager, Division of Surgery and indirectly to the Clinical Director, Intensive Care Unit.

Under broad direction, you will play a role in providing day-to-day support to the Medical Officers including, but not limited to: Roster management, human resource management, fiscal matters, course coordination, ward rounds, secretariat support, inpatient billing, maintenance requests and policy support.

DUTIES

1. Under the direction of the Critical Care Operations Manager provide administration support to the Intensive Care Unit.
2. Input and assist in the maintenance of the Intensive Care Unit roster in MYSHIFT (the electronic roster program for Canberra Health Services), management of leave processing and assisting with recruitment.
3. Assist in the provision of reception services including receiving and screening of telephone calls, faxes and emails for appropriate action.

4. Provide secretariat support for in-house and external meetings, including minute taking, preparation of agendas and action lists.
5. Assistance with orientation programs and organisational requirements for new medical staff and students, including the management of supervisors of training meetings.
6. Provide administrative support for internal and external conferences that are facilitated by the Division of Critical Care.
7. Assist with minor research and project tasks as required.
8. Undertake other duties appropriate to this level of classification which contribute to the operation of the section.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

Behavioural Capabilities

1. Be able to quickly acquire knowledge and understanding of situations and subject matter; and
2. Effectively prioritise work and meet deadlines; and
3. Be a proactive, enthusiastic and strong communicator.

Position Requirements/Qualifications:

Desirable:

- MYSHIFT and ACT Patient Administration System (ACTPAS) experience is desirable.

The successful applicant will:

- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role as detailed in the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

1. Ability to provide high level organisational skills including the ability to exercise initiative, prioritise workloads and meet deadlines within a complex and multi-disciplinary work environment.
2. Demonstrated ability to coordinate internal and external work-related conferences.
3. Ability to assist with human resource and fiscal matters for the department.

4. Demonstrated knowledge and experience in using computer software applications including the understanding of ACT Health information management systems or similar.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

HOW TO APPLY / OR WANT TO KNOW MORE?

Applications must be submitted through the e-recruitment system. Applications must include a copy of a current resumé, and

- A response to the selection criteria under “what you require” in no more than two pages.

Where possible include specific relevant examples of your work.

CHS Contact: [Ryan Murray, Administration Manager, 5124 9898](#)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Occasionally
Unpredictable People e.g. Dementia, mental illness, head injuries	Occasionally
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Never
Running	Never
Reaching	Never
Kneeling	Never
Foot and leg movement	Never
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never