

Role Description

Clerical Support Officer

| | |
|---------------------------|--|
| Agency | Health Care Complaints Commission (HCCC) |
| Location | Sydney CBD |
| Classification/Grade/Band | Clerk Grade 1/2 |
| ANZSCO Code | 531111 |
| PCAT Code | 1127292 |
| Date of Approval | 5 March 2015 |

Agency overview

The Health Care Complaints Commission (HCCC) is an independent statutory body set up under the Health Care Complaints Act 1993. The Commission has a unique role and plays a central part in maintaining the integrity of the NSW health system, with the overarching consideration of protecting the health and safety of individuals and the community.

The work of the Commission is a key element of the NSW Government's priority to improve health service delivery in NSW. The Commission's focus is broader than public hospitals – it deals with the full spectrum of health services, including private hospitals, imaging and radiation services, medical centres, general practitioners and all registered and non-registered providers and allied health services.

The Commission is guided by the need for a system of complaints handling which is primarily customer focused, accessible, responsive, transparent and accountable.

Primary purpose of the role

The primary function of the Clerical Support Officer is to provide accurate and timely word processing, administrative, and clerical services to Directors, Managers, Team Leaders and team members to enable them to manage the Division's work effectively and efficiently.

Key accountabilities

- Provide support for computer applications, including data entry and word processing, create and maintain information and files, ensuring that they are stored securely
- Support meetings by taking minutes and arranging catering and venue booking
- Type correspondence and reports and perform advanced word processing function including developing templates, tables, forms and mail merge documents.
- Develop and maintain data bases and run reports when required
- Assist team with travel bookings, interpreters, mail distribution, booking couriers, invoicing, processing accounts and delivering documents
- Photocopy, scan and collate documents as necessary for submission to Expert Advisers, Professional Standards Committees, Tribunals or Courts
- Manage telephone contact with the public and other organisations to arrange meetings, appointments etc. and take messages and other work required

- Assist the Human Resources and Executive Services Officer by maintaining leave records, leave returns and assisting with recruitment proceedings
- Coordinate requisitions for equipment not available from standard stores and stationary supplies with the Corporate Services Officer
- Assist with the archiving and recalling of case files and documents.

Key challenges

- Working independently to deliver accurate and consistent work within a high volume environment
- Prioritising work to ensure that strict deadlines are met whilst maintaining a high quality of service
- Maintaining confidentiality when dealing with confidential and sensitive matters and complying with HCCC legislative requirements at all times

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Escalate issues, provide updates and clarify instructions |
| All Commission staff | <ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues |
| External | |
| Complainants, witnesses, experts, AHPRA, HPCA, Tribunals and PSC's, NCAT, External lawyers | <ul style="list-style-type: none"> • Respond to queries where possible, or redirect |

Role dimensions

Decision Making

The Clerical Support Officer does not have autonomous decision making but is required to exercise discretion and work within strict methodological boundaries, therefore a high degree of autonomy and independence is maintained by the officer to undertake and to manage the day-to-day clerical and administrative duties.

Reporting line

This role reports to the Manager, Investigations.

Direct Reports

Nil

Budget/ Expenditure

Nil

Essential requirements





Nil

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|---|-------------------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  Personal Attributes | Display Resilience and Courage | Foundational |
| | Act with Integrity | Foundational |
| | Manage Self | Intermediate |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Foundational |
| | Commit to Customer Service | Foundational |
| | Work Collaboratively | Foundational |
| | Influence and Negotiate | Foundational |
|  Results | Deliver Results | Foundational |
| | Plan and Prioritise | Foundational |
| | Think and Solve Problems | Foundational |
| | Demonstrate Accountability | Foundational |
|  Business Enablers | Finance | Foundational |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | Project Management | Foundational |

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|--|--------------|---|
| Group and Capability | Level | Behavioural Indicators |
| Personal Attributes | Intermediate | <ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills |
| Manage Self | | |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|---|
| Relationships Commit to Customer Service | Foundational | <ul style="list-style-type: none"> • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult • Understand the importance of customer service • Help customers understand the services that are available • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect, courtesy and fairness when interacting with customers |
| Results Plan and Prioritise | Foundational | <ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these |
| Business Enablers Technology | Foundational | <ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology |