



POSITION DESCRIPTION

Position Title:	Casual Pool Administration Officer
Department:	Variable as per designated role
Location:	War Memorial Hospital
Uniting Purpose:	To inspire people, enliven communities & confront injustice
Uniting Values:	Imaginative, respectful, compassionate, bold

Classification:	Administration Officer – Level 2
Vaccination risk category:	A
Award:	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status:	Casual
Hours:	As required per designated role/area

Position reports to:	Executive Administration Manager
Position Supervised by:	Department Manager of each assignment
Position Supervises:	N/A
Key relationships:	Department Managers and staff where casual work is undertaken

POSITION PURPOSE

The casual administration officer is required to relieve in a variety of positions throughout War Memorial Hospital. These positions may be located in any hospital department including Reception, Guest Accommodation, Accounts & Billing, In-patient, Outpatient and Community areas, with a strong focus on customer service. The relieving role falls under the supervision of the local departmental manager and works as part of the WMH campus administration team.

War Memorial Hospital
ABN 78722 539 923
125 Birrell Street
Waverley NSW 2024
T 02 9369 0100
F 02 9387 7018

POSITION OBJECTIVES

Principle Responsibilities:

- To be able to relieve in various positions within the hospital as outlined in the respective Position Description with a handover level of training
 - Must be flexible and adaptable to the direction of the Supervisor/Manager as can be required to relieve in more than one position in any one week
 - To be able to perform designated tasks as set out in position task manual pertaining to each position relieved
 - To maintain a high standard of work and communicate effectively with other staff, clients and members of public
 - Participate in activities designated to maintain and/or improve quality of hospital service or patient care as required in the unit of employment. Where training or information sessions are available, incumbent may be asked to attend.
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KEY RESPONSIBILITIES

Financial management & awareness:

- Displays an appropriate level of financial stewardship in the delivery of day to day duties as required
- Identifies opportunities for financial efficiencies within designated roles and discusses these with relevant supervisor/manager

Operational processes:

- Reports to relevant departmental supervisor or manager, performing day to day operational tasks as required by relevant position description
- Is familiar with the relevant task schedule according to the designated role at hand
- Displays a high quality and committed work ethic in day to day tasks
- Displays adaptability in the role and is open to other duties as required
- Displays good basic level of problem solving with appropriate escalation as required
- Demonstrates initiative where appropriate
- Willingness to learn relevant electronic systems
- Understands and identifies other learning requirements for role fulfillment

Client management & engagement (internal & external stakeholders):

- Maintains professional and competent customer facing standard of practice
- Fosters healthy professional relationships with internal and external stakeholders
- Receives and greets hospital clients and visitors displaying the Uniting values
- Works with relevant stakeholders in problem solving
- Works with relevant stakeholders in service development initiatives

People management & teamwork:

- Develops and maintains harmonious relationship with other staff
 - Identifies opportunities for increased teamwork
 - Fosters an adaptable and engaged approach to work individually and within a team
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KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Demonstrates efficient work practices considerate of hospital budget

Operational processes:

- Delivers day to day operational tasks according to designated job description and task schedule
- Delivers job tasks in an efficient manner
- Escalates problems as relevant to designated supervisor/manager
- Demonstrates initiative in basic problem solving and service development
- Is punctual and committed to work ethic
- Engages with new system learning or development
- Actively identifies and engages with learning opportunities to assist in the designated role fulfillment

Client management & engagement (internal & external stakeholders):

- Demonstrates professional and courteous manner of service delivery
- Demonstrates appropriate escalation and problem solving
- Forms and maintains appropriate internal and external professional networks

People management & teamwork:

- Demonstrates the Inspired Care values in the interface with campus wide colleagues
- Demonstrates adaptability and flexibility in approach to colleagues and job at hand
- Discusses opportunities for service development with relevant supervisor/manager

Work Health and Safety Requirements:

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
- Actively communicate their profession's commitment to the delivery of safe, high-quality health care
- Model professional conduct that is consistent with a commitment to safety and quality at all times
- Embrace opportunities to learn about safety and quality theory and systems
- Embrace opportunities to take part in the management of clinical services
- Encourage, mentor and guide colleagues in the delivery of safe, high-quality care

- Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes

PROFESSIONAL SKILLS AND KNOWLEDGE

Skills & Experience:

- Experience in Reception and/or Administration including switchboard/reception, word processing, data entry, filing, faxing, scanning
- Demonstrated commitment to provision of quality customer service to both internal and external customers
- Demonstrated ability to prioritise workload and deal with multiple demands within a team environment
- Excellent interpersonal communication skills including both verbal and written

Employee Name:		Manager Name: Title	Marie Bradley Executive Administration Manager
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Casual Pool Administration Officer
 Service/Unit: War Memorial Hospital
 Department: Variable as per designated role
 Manager / Supervisor: Variable as per designated role
 Date of Assessment: September 2026
 Date of Assessment review: September 2027
 Assessor: Executive Administration Manager

Definitions:

★ Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional – activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting	Remaining in a seated position to perform tasks				*		
	Standing	Remaining standing without moving about to perform tasks	*					
	Walking	Floor type: even/uneven/slippery, indoors/outdoors, slopes	*					
	Running	Floor type: even/uneven/slippery, indoors/outdoors, slopes	*					
	Bend/ Lean Forward from Waist	Forward bending from the waist to perform tasks	*					
	Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	*					
	Kneeling	Remaining in a kneeling posture to perform tasks						*
	Squatting/ Crouching	Adopting a squatting or crouching posture to perform tasks						*
	Crawling	Moving by crawling on knees & hands to perform tasks						*
	Leg/ Foot Movement	Use of leg and or foot to operate machinery		*				
	Climbing (stairs/ladders)	Ascend/ descend stairs, ladders, steps, scaffolding			*			
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg			*			
		Moderate lifting & carrying – 10 – 15kg						*
		Heavy lifting & carrying – 16kg and above						*
	Reaching	Arms fully extended forward or raised above shoulder	*					
	Pushing/ Pulling/ Restraining	Using force to hold/restrain or move objects toward or away from body	*					
	Head/ Neck Postures	Holding head in a position other than neutral (facing forward)						*
	Hand & Arm Movements	Repetitive movements of hands & arms					*	
	Grasping/ Fine Manipulation	Gripping, holding, clasping with fingers or hands			*			
	Work at Heights	Using ladders, footstools, scaffolding, or other objects to perform work						*
	Driving	Operating any motor powered vehicle						*
CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sight	Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen				*		
	Hearing	Use of hearing is an integral part of work performance e.g. telephone enquiries				*		

	Smell Use of smell is an integral part of work performance e.g. working with chemicals						*
	Taste Use of taste is an integral part of work performance e.g. food preparation						*
	Touch Use of touch is an integral part of work performance						*
CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations	*					
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		*				
	Unpredictable people e.g. dementia, mental illness and head injuries		*				
	Restraining Involvement in physical containment of patients/clients						*
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies						*
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust						*
	Gases Working with explosive or flammable gases requiring precautionary measures						*
	Fumes Exposure to noxious or toxic fumes						*
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						*
	Hazardous substances e.g. dry chemicals, glues						*
	Noise Environmental/background noise necessitates people to raise their voice to be heard	*					
	Inadequate lighting Risk of trips, falls or eyestrain	*					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						*
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						*
	Confined spaces Areas where only one egress (escape route) exists	*					
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	*					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	*					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						*
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	*					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: **Date:**/...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: **Date:**/...../20.....