

Clinical Support Officer

What does a Clinical Support Officer Do?

A Clinical Support Officer provides timely and accurate high level secretarial / administrative / transactional services for members of the health care team on designated ward(s) / unit(s) under the direction of a Nursing/Midwifery Unit Manager. The CSO will work under broad supervision but will be required to take some independent action

Skill Level

Clinical Support Officer is a semi-skilled job, courses related to this job are:

- Certificate III in Health Administration

A day in the life of a Clinical Support Officer

- Data entry for ward/ unit rosters into relevant IT systems
- Where appropriate, participate in data entry activities that relate to patient care activities and support any member of the health care team
- Ensure timely registration of births to the NSW Registry of Births, Deaths and Marriages where required
- Assist the Nursing/Midwifery Unit Manager in producing reports on finance and quality parameters/ indicators
- Assist the Nursing/Midwifery Unit Manager with workforce matters including rostering, recruitment, leave and payroll
- Ensure the ward/unit has adequate stock of medical supplies and equipment required by staff to perform their day to day duties in delivery of patient care.
- Support and participate in the administrative aspects of activities such as numerical profiling, quality accreditation processes and incident management
- Assist the health care team in obtaining information, reports or correspondence related to patient care
- Undertake administrative tasks related to meetings that are held on the ward/unit involving medical, nursing and allied health staff e.g. scheduling, ensuring all relevant documents are available for the meeting and progression of action items where appropriate
- Organising travel and accommodation for ward/ unit staff when required
- Other general administration tasks to support the health care team

What sort of person should I be?

- Have good organisational and problem solving skills
- Very good understanding of Computers and IT
- Have good communication skills
- Be able to establish strong working relationships with staff at all levels
- Be organised
- Able to interact with a broad range of people
- Able to cope with many demands