



## **A guide to classifying Support Service employees who work in Medical Centres and Dental Practices**

**(under the Health Professionals and Support Services Award 2010)**

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## Coverage

These classifications cover private medical centres and dental practices.

## Notifying employees of their classification

Section 13 of the Health Professionals and Support Services Award 2010 states that:

*All employees covered by this award must be classified according to the structure and definitions set out in Schedule B—Classification Definitions. Employers must advise their employees in writing of their classification upon commencement and of any subsequent changes to their classification.*

This means you should ensure that your employment letters (or contracts of employment) outline the classification level that each employee is being appointed to (and also when employees receive pay increases).

## Progression through pay points

Section 14.1 of the Award outlines how progression is to occur:

*Progression for all classifications for which there is more than one pay point will be by annual movement to the next pay point having regard to the acquisition and use of skills, or in the case of a part-time or casual employee, 1824 hours of similar experience.*

This means that on an annual basis (or after 1824 hours for a part-time or casual employee – the equivalent hours that a fulltime employee would work in a year, excluding 4 weeks deducted for annual leave) employees should progress through the classifications, providing they are working at the skill level outlined in the Award classifications. So they need to have acquired and be using the skills outlined in the classification descriptions.

## The Classification Definitions

Please note that these definitions list the most typical Support Service roles in a medical centre and dental practice. I have not included the less relevant roles (e.g. seamstress, incinerator operator, and the food and domestic services roles) For a full-list of these classification descriptions, please refer to the classifications in the Award.

Classification Level	Description	Example roles	
Support Services employee  level 1	<p>This is for entry level positions, for employees with less than 3 months' work experience in the industry and who perform basic duties. An employee at this level:</p> <ul style="list-style-type: none"> <li>• works within established routines, methods and procedures;</li> <li>• has minimal responsibility, accountability or discretion;</li> <li>• works under direct or routine supervision, either individually or in a team; and</li> <li>• is not required to have previous experience or training.</li> </ul>	<p><b>General and administrative services</b></p> <ul style="list-style-type: none"> <li>• General clerk</li> <li>• Cleaner</li> </ul>	<p><b>Technical and clinical</b></p> <ul style="list-style-type: none"> <li>• Dental assistant (unqualified)</li> <li>• Laboratory assistant</li> <li>• Medical imaging support person</li> <li>• Orthotic technician</li> <li>• Theatre attendant</li> </ul>
Support Services employee  level 2  (for clerical positions, employees need to be progressed to this level after 3 months)	<p>An employee at this level:</p> <ul style="list-style-type: none"> <li>• is capable of prioritising work within established routines, methods and procedures;</li> <li>• is responsible for work performed with a limited level of accountability or discretion;</li> <li>• works under limited supervision, either individually or in a team; possesses sound communication skills; and</li> <li>• requires specific on-the-job training and/or relevant skills training or experience.</li> </ul>	<p>General clerk/Typist (between 3 months and less than 1 year's service)</p> <p>Maintenance/Handyperson (unqualified)</p>	<p>Instrument technician</p>
Support Services employee  level 3	<p>An employee, other than an administrative/clerical employee, at this level:</p> <ul style="list-style-type: none"> <li>• is capable of prioritising work within established routines, methods and procedures;</li> <li>• is responsible for work performed with a medium level of accountability or discretion;</li> <li>• works under limited supervision, either individually or in a team;</li> <li>• possesses sound communication and/or arithmetic skills; and</li> <li>• requires specific on-the-job training and/or relevant skills training or experience.</li> </ul> <p>An administrative/clerical employee at this level undertakes a range of basic clerical functions within established routines, methods and procedures.</p>	<p>General clerk/Typist (second and subsequent years of service)</p> <p>Receptionist</p>	<p>Instrument technician Laboratory assistant Personal care worker grade 2 Theatre technician</p>

Classification Level	Description	Example roles	
Support Services employee  level 4	An employee at this level: <ul style="list-style-type: none"> <li>• is capable of prioritising work within established policies, guidelines and procedures;</li> <li>• is responsible for work performed with a medium level of accountability or discretion;</li> <li>• works under limited supervision, either individually or in a team;</li> <li>• possesses good communication, interpersonal and/or arithmetic skills; and</li> <li>• requires specific on-the-job training, may require formal qualifications and/or relevant skills training or experience at Certificate III level.</li> </ul>	<ul style="list-style-type: none"> <li>• Clerk (ward, casualty, medical records etc.)</li> <li>• Medical imaging administrator</li> </ul>	<ul style="list-style-type: none"> <li>• Dental assistant (qualified)</li> <li>• Dental technician</li> <li>• Instrument technician (qualified)</li> <li>• Orthotic technician</li> <li>• Pathology collector</li> <li>• Pathology technician</li> <li>• Personal care worker grade 3</li> <li>• Theatre technician (qualified)</li> </ul>
Support Services employee  level 5	An employee at this level: <ul style="list-style-type: none"> <li>• is capable of functioning semi autonomously, and prioritising their own work within established policies, guidelines and procedures;</li> <li>• is responsible for work performed with a substantial level of accountability;</li> <li>• works either individually or in a team;</li> <li>• in the case of an administrative/clerical employee, requires a comprehensive knowledge of medical terminology and/or a working knowledge of health insurance schemes;</li> <li>• may require basic computer knowledge or be required to use a computer on a regular basis;</li> <li>• possesses administrative skills and problem solving abilities;</li> <li>• possesses well developed communication, interpersonal and/or arithmetic skills; and</li> <li>• requires substantial on-the-job training and may require formal qualifications at trade or certificate level and/or relevant skills training or experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Secretary</li> <li>• Interpreter (unqualified)</li> <li>• Medical audio typist</li> <li>• Medical imaging administration</li> <li>• Medical stenographer</li> </ul>	<ul style="list-style-type: none"> <li>• Dental assistant</li> <li>• Orthotic technician</li> <li>• Pathology collector</li> <li>• Personal care worker grade 4</li> <li>• Pharmacy technician</li> <li>• Theatre technician</li> </ul>

Classification Level	Description	Example roles	
Support Services employee  level 6	An employee at this level: <ul style="list-style-type: none"> <li>• is capable of functioning with a high level of autonomy, and prioritising their work within established policies, guidelines and procedures;</li> <li>• is responsible for work performed with a substantial level of accountability and responsibility;</li> <li>• works either individually or in a team;</li> <li>• may require comprehensive computer knowledge or be required to use a computer on a regular basis;</li> <li>• possesses administrative skills and problem solving abilities;</li> <li>• possesses well developed communication, interpersonal and/or arithmetic skills; and</li> <li>• may require formal qualifications at post-trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Computer clerk (advanced)</li> <li>• Pay clerk (advanced)</li> <li>• Library technician</li> <li>• Medical imaging administration</li> </ul>	<ul style="list-style-type: none"> <li>• Anaesthetic technician</li> <li>• Pathology collector</li> <li>• Pathology technician</li> <li>• Pharmacy technician</li> </ul>
Support Services employee  level 7	An employee at this level: <ul style="list-style-type: none"> <li>• is capable of functioning autonomously, and prioritising their work and the work of others within established policies, guidelines and procedures;</li> <li>• is responsible for work performed with a substantial level of accountability and responsibility;</li> <li>• may supervise the work of others, including work allocation, rostering and guidance;</li> <li>• works either individually or in a team;</li> <li>• may require comprehensive computer knowledge or be required to use a computer on a regular basis;</li> <li>• possesses developed administrative skills and problem solving abilities;</li> <li>• possesses well developed communication, interpersonal and/or arithmetic skills; and</li> <li>• may require formal qualifications at trade or Advanced Certificate or Associate Diploma level and/or relevant skills training or experience.</li> </ul>	<ul style="list-style-type: none"> <li>• General clerical supervisor</li> <li>• General services supervisor</li> <li>• Interpreter (qualified)</li> <li>• Medical imaging Administration</li> </ul>	<ul style="list-style-type: none"> <li>• Personal care worker grade 5</li> <li>• Technical and therapy supervisor</li> </ul>

Classification Level	Description
Support Services employee  level 8	<p data-bbox="454 220 2166 308">Employees at this level will typically have worked or studied in a relevant field and will have achieved a standard of relevant and/or specialist knowledge and experience sufficient to enable them to independently advise on a range of activities and features and contribute, as required, to the determination of objectives, within the relevant field/s of their expertise.</p> <p data-bbox="454 347 2166 435">They are responsible and accountable for their own work; and may have delegated responsibility for the work under their control or supervision, in terms of, inter alia, scheduling workloads, resolving operations problems, monitoring the quality of work produced as well as counselling staff for performance as well as work related matters.</p> <p data-bbox="454 475 2166 539">They would also be able to train and to supervise employees in lower levels by means of personal instruction and demonstration. They often exercise initiative, discretion and judgment in the performance of their duties.</p> <p data-bbox="454 579 1458 611">The possession of relevant post-secondary qualifications may be appropriate but not essential.</p> <p data-bbox="454 643 1099 675">Indicative typical duties and skills in this level may include:</p> <ul data-bbox="454 715 2130 1058" style="list-style-type: none"> <li>• operating and having responsibility for a complex and diverse payroll system;</li> <li>• applying detailed knowledge of the organisation's objectives, performance, projected areas of growth, product trends and general industry conditions for the purposes of assisting in developing policy or new products and services to meet changing market needs or other circumstances;</li> <li>• using computer software packages including evaluating and determining optimum software solutions or the integration of complex word processing/data/graphics text;</li> <li>• finalising quotations or costings by applying a detailed knowledge of variable inputs, margins, market conditions, supply and delivery arrangements; or</li> <li>• preparing internal reports for management in any or all of the following areas:               <ul style="list-style-type: none"> <li>(a) account/financial;</li> <li>(b) staffing;</li> <li>(c) legislative requirement; and</li> <li>(d) other significant company activities/operations.</li> </ul> </li> </ul>

Classification Level	Description
Support Services employee  level 9	<p>Work at this level is usually performed in relation to established priorities, task methodology and work practices to achieve results in line with the organisation goals.</p> <p>The work may include preparing papers and reports, drafting complex correspondence for senior employees, undertaking activities of a specialist or detailed nature, assisting in the preparation of procedural guidelines, providing, interpreting and analysing information for clients or other interested parties, exercising specific process responsibilities, and overseeing and co-ordinating the work of subordinate staff.</p> <p>Work at this level includes supervision of a work group, small work area or office within the total organisational structure and co-ordination of a range of organisation functions.</p> <p>Work is performed under general direction as to work priorities and may be of a technical or professional, project, procedural or processing nature, or a combination of these.</p> <p>Direction exercised over work performed at this level may be less direct than at lower levels and is usually related to task methodologies and work practices. Employees at this level are expected to set priorities and to monitor work flow in the area of responsibility.</p> <p>The work at this level requires the application of knowledge usually gained through previous experience in the discipline or from post-secondary or tertiary study. The work may require the co-ordination of a range of organisation functions and the exercising of judgment and/or delegated authority in areas where precedents or procedures are not clearly defined.</p> <p>Independent action may be exercised at this level, e.g. developing procedures, management strategies and guidelines.</p> <p>Indicative typical duties and skills at this level may include:</p> <ul style="list-style-type: none"> <li>• supervising staff, setting priorities, monitoring work flow, and the development of strategies or work practices;</li> <li>• having responsibility for the development of appropriate training programmes related to group development;</li> <li>• applying equal employment opportunity and industrial relations principles;</li> <li>• providing advice in relation to personal and career development related to work requirements;</li> <li>• liaising or communicating with clients or other interested groups;</li> <li>• general knowledge of the organisation's operations, combined with specialist knowledge of major activities within the work area; or</li> <li>• being able to investigate interpret or evaluate information where legislation, regulations, instructions or procedural guidelines do not give adequate or specific answers.</li> </ul>