

CLINICAL SUPPORT ADMINISTRATOR (CSA) MANAGERS GUIDELINES

POLICY®

DOCUMENT SUMMARY/KEY POINTS

- The Clinical Support Administrator (CSA) supports the values of NSW Health and the Sydney Children's Hospitals Network (SCHN) by proactively working to assist patients families, visitors and clinical teams to provide the best possible customer service in their ward/department.
- The CSA provides administrative support for a health care team on a designated ward/unit.
- The CSA Managers guide outlines the key areas of support and useful information to assist Managers and CSAs. It can be found on the SCH Intranet at:

http://chw.schn.health.nsw.gov.au/ou/patient_administration/clinical_support_administrators/uploads/CSA_managers_guidelines.pdf

Related documents

- [Clinical Support Administrator \(CSA\) Training Manual](#)
- CSA Welcome Handbook

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st July 2018	Review Period: 3 years
Team Leader:	Workforce Advisor	Area/Dept: Workforce

CHANGE SUMMARY

- N/A new policy

READ ACKNOWLEDGEMENT

- Reporting CSA line managers including Nurse Managers, Nursing Unit Managers and Team Leaders should read the linked CSA Managers Guide.

Copyright notice and disclaimer:

The use of this document outside the Sydney Children's Hospitals Network (SCHN), or its reproduction in whole or in part, is subject to acknowledgement that it is the property of SCHN. SCHN has done everything practicable to make this document accurate, up-to-date and in accordance with accepted legislation and standards at the date of publication. SCHN is not responsible for consequences arising from the use of this document outside SCHN. A current version of this document is only available electronically from the Hospitals. If this document is printed, it is only valid to the date of printing.