



Statement of Duties

Position Title: Administrative Assistant	Position Number: 504629, 524347	Effective Date: February 2021
Group: Hospitals North/North West – Assessment and Case Management		
Section: Primary Health Services	Location: North	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: Band 02	Classification: General Stream	
Reports To: 506661/506661a ACAT Coordinator		
Check Type: Annulled	Check Frequency: Pre-employment and Recurrent	

Focus of Duties:

Provide efficient and effective clerical and administrative support and reception service to the Assessment and Case Management Service (ACMS) North.

Duties:

1. Provide administrative support to the ACMS North, including word processing, Minute taking as required and other duties associated with the efficient management of the office of the ACMS.
2. Provide general information to the public relating to the ACMS, their rights and other relevant service organisations and departments in accordance with policies relating to confidentiality, release of information and case management.
3. Undertake work within the My Aged Care Assessor Portal for all client-related work, including the processing of referrals.
4. Prepare basic correspondence and assist the ACAT Coordinator in the preparation of documents such as reports, responses to requests for information and policies through the provision of secretarial support.
5. Referral of telephone inquiries from clients to the ACMS, ACAT Coordinator or Duty officer for all clinical matters.
6. Maintain an efficient processing system of all documents and information generated by the service.
7. Provide a telephone and reception service for the ACMS whilst ensuring the prompt, sensitive and confidential handling of enquiries and routine matters.
8. Maintain office supplies and undertake other ordering as required, ensuring compliance with established policies and procedures.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

The Administrative Assistant is accountable to the ACAT Coordinator and is responsible for:

- The efficient provision of administrative support and assistance to the ACMS North.
- Upholding Agency policies regarding client confidentiality and release of client information.
- Complying at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer*. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

* as required under the *Aged Care Act 1997*, occupants of this role are required to undertake a conviction check assessment every three years.

Desirable Requirements:

- Clerical and administrative experience in a health/welfare area.

Selection Criteria:

1. Demonstrated proficiency in computer data processing, keyboard skills, information retrieval and generating reports.
2. Well developed oral and written communication skills, including problem solving and conflict resolution skills and the ability to exercise initiative, judgement and discretion.
3. Well developed organisational skills including time management and prioritising workload with responsibility for completion of tasks whilst maintaining a high level of confidentiality and adherence to timeframes.
4. Ability to acquire knowledge of, and adhere to, policies and procedures including an understanding of quality assurance.
5. Interest in, and willingness to develop knowledge of issues related to ageing and disability.

Working Environment:

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the State Service Act 2000. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The State Service Act 2000 and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the Public Interest Disclosure Act 2002. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the State Service Act 2000.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.