

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Manager Community Administration and Facilities
<b>Position Number:</b>	529087
<b>Classification:</b>	General Stream Band 5
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Sub Acute, Aged, and Community Services
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Allied Health Stream Director- Sub Acute, Aged, and Community Services
<b>Effective Date:</b>	May 2024
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment

*NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

The Sub Acute, Aged, and Community Services (SAACS) stream is responsible for the administration and facility support for the thirteen community-based health facilities for Hospitals South in central and rural locations. Hospital South, Department of Health, not-for-profit organisations, and for-profit organisations provide services from these sites.

This Manager Community Administration and Facilities is responsible for the functioning of Community Health Centres as community hubs for integrated acute, sub-acute, and intermediate care - supporting the Department of Health Long-Term Plan for Healthcare for more care in the community. This includes:

- the oversight, planning, organising, directing, development, and coordination of the daily efficient and effective administrative support services to all community health centres.
- managing the tenancy and utilisation of community health centres in-line with Department of Health policy and directions
- facility management and coordination including inspections, maintenance, minor works, and ensuring a safe work and community environment

## Duties:

1. Provide strategic and operational advice to the SAACS Directors identifying opportunities and issues and providing options and recommendations to achieve service delivery and future facility planning in community health centres.
2. Represent SAACS Directors on committees and work groups related to community health centres.
3. Work with the Business Manager and Health Service Managers to maintain effective business strategies and management systems within the community-based health facilities including allocation of costs, finance approvals, and budget analysis for administration workforce and facilities.
4. Manage and lead a team of administrative support staff, including overseeing, auditing, and monitoring the day-to-day operations, processes and procedures regarding patient reception, patient scheduling, medical records management, and action strategies to ensure compliance and conformity of processes and information systems used by staff.
5. Develop administrative induction manuals and learning guides templates/procedures and knowledge base as required.
6. Provide support and direction to the Team Leaders Community Administration and Facilities in managing the community administration team including staff development and training, supervision, recruitment, rostering, and leave management.
7. Manage the functions of the facilities including allocation of clinic and office space, issues and risk registers, chairing the sites co-tenant's meetings, site inspections, visiting contractors, and liaising with Infrastructure Services for maintenance and minor work requests and tenancy arrangements.
8. Manage facility related work health and safety including liaising with Emergency & Fire Safety Coordinator, Nursing Director for Emergency Preparedness & Response, Work Health & Safety Consultant, Prevention & Infection Control, and Security.
9. Develop and maintain effective liaison and communication with key stakeholders including tenants, Department of Health, professional organisations, non-government organisations, voluntary groups, and consumers to ensure ongoing and reliable service support to clients.
10. 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.
11. 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.

## Key Accountabilities and Responsibilities:

Under the general direction and supervision of the Allied Health Stream Director - SAACS the Manager Community Administration and Facilities:

- provides support and coordination for the day-to-day operation of the community-based facilities, including supporting the Allied Health /Nursing Director in the allocation and monitoring of the human, financial and physical resources and lead and support the administrative team.

- liaises with Department of Health support services including Accommodation, Information Technology, Health Information and Management, Engineering and Maintenance, Emergency and Fire Safety, and Security to ensure service levels are maintained and appropriate advice is included in SAACS standard business practices.
- provides direction and supervision to the Team Leaders Community Administration and Facilities
- maintains effective business relationships and the passage of information with key stakeholders.
- needs a good understanding of the complexity and diversity of the working environment and provides appropriate advice in an independent manner about the functioning of the community-based facilities.
- applies a high degree of autonomy and independence within the service whilst demonstrating initiative, sensitivity, and discretion in the delivery of duties.
- champions a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- where applicable, exercises delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities, and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- complies at all times with policy and protocol requirements, including those relating to mandatory education, training, and assessment.
- actively participates in and contributes to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

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.

## Selection Criteria:

1. Highly developed strategic thinking, problem solving, and decision-making skills with the ability to apply these skills to the operation of centres to support increased health care in the community.
2. Strong communication, liaison, and consultation skills with the ability to collaborate effectively with a range of key stakeholders, including clients, clinical service managers, clinicians, support services, and tenants.
3. Ability to manage an administration service across all the community health centres including workforce design, development of procedures, and implementing policy and change processes.
4. Demonstrated skills and knowledge in facility management including ensuring a safe work environment compliant with work health and safety legislation and organisation policy and procedures.
5. Skills and knowledge in using health IT systems and data to monitor, analyse and report on performance indicators.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#).