

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Operational and Business Support Officer
Position Number:	519823, 525129
Classification:	General Stream Band 4
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent, Full Time/Part Time
Location:	South, North
Reports to:	Director, Critical Care and Retrieval
Effective Date:	April 2024
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Current Driver Licence.
Position Features:	The position may be located in the north or south of the State. Some intra-state travel will be required.

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:

Provide high-level administrative, operational, human resource and budget and business management support to the Critical Care and Retrieval business unit.

This will include functions relating to:

Operational and administrative support for the Director of Critical Care and Retrieval, Operations Manager and the wider CCR unit.

Provide support in the maintenance of staff establishments, recruitment and human resource processes, and the coordination of payroll documentation.

- Communicate and liaison with CCR staff, other units and agencies, including but not limited to stakeholder engagement, the organisation of meetings and undertaking a secretariat role.
- Day-to-day business management and the preparation of cost centre budgets and coordination of the day-to-day business requirements of the unit
- Management of data relevant to the delivery of the clinical service, including performing basic data analysis, providing reports, and undertaking of research activity, as required.

Duties:

1. Provide high level administrative and executive support to the Director and Operations Manager. Respond to general enquiries, compliments and complaints from Ambulance Tasmania staff and the general public.
2. Recording of minutes/notes, preparation of correspondence, and organisation and scheduling of meetings, travel and other appointments.
3. Maintain information systems relevant to the strategic, operational and tactical management of the business unit.
4. Prepare and manage the billing associated with both fixed-wing and rotary-wing aircraft service contracts, including reconciling costs through compensable cases.
5. Coordinate documentation required for payroll, staff travel claims and other ad-hoc payments.
6. Management of fleet and equipment repairs, uniform, equipment and consumables ordering, and programmed maintenance and administration of unit assets.
7. Maintain staff establishments, provide support and oversight for recruitment and human resource processes and ensuring that service standards for professional development and review are adhered to.
8. Support research and analysis tasks, provide accurate information and prepare documents to support relevant CCR projects.
9. Compile statistical information and monthly and annual reports for operational activity, performance reporting and budget performance and assist in the collation of operational and clinical data.
10. Actively participate in and contribute 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.
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:

The occupant will:

- Display initiative, autonomy, flexibility, creativity, judgement, and interpretive skills in carrying out the duties of the position.

- Maintain vigilance, high standards and quality of work and communicate timelines of advice to the Director.
- Ensure that individual and team benchmarks and performance targets are met.
- The occupant will be required to employ a sound understanding of budget management and reporting which play a critical role in the good financial management of the unit.
- The occupant will utilise a high level of skill in data management and interpretation, as it applies to a clinical service. This will include distinguishing low quality from high quality data, identifying methods to improve the quality of data collection, understanding and accounting for natural variation in observed data, and performing basic statistical analyses.
- Provide support in the maintenance of staff establishments, recruitment and human resource processes, and the coordination of payroll documentation.
- The occupant will perform the duties allocated consistent with Ambulance Tasmania's and the Department of Health's organisational values and will promote, role model and support those values in the workplace.
- Maintain confidentiality as per policies and procedures.
- Act as role model and always support positive workplace behaviours, consistent with the organisation's values and the State Service Act 2000.
- Champion 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, exercise 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.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Health Care Workers within Ambulance Tasmania are expected to comply with the Ambulance Tasmania Clinical Staff Immunisation Policy. This position is a designated Category A position.

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:

- I. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences

- d. crimes involving dishonesty
- e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Sound knowledge and experience of current management and administrative practices, including the management of staff establishments, recruitment and human resource processes.
2. Proven experience in the production and preparation of high-quality documents, in a variety of formats for diverse organisational, Department, Ministerial, intergovernmental, and public audiences.
3. High level communication and interpersonal skills, including the ability to negotiate and resolve conflict, with the proven ability to build productive relationships effectively and efficiently and to liaise with management, staff and internal and external stakeholders.
4. Demonstrated knowledge, experience and skills in financial and budget management, including the effective use of financial systems.
5. Demonstrated understanding and ability to perform, quality management activities in the operational environment.
6. Understanding of project management principles and application, and demonstrated ability to undertake research activity, with the ability to interpret and analyse information.
7. Capability to work collaboratively as a member of a team, as well as the ability to work independently, take initiative and prioritise workload to meet deadlines.

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](#).