

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	HRS – Client Services Officer
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Human Resources
<b>Position Type:</b>	Permanent/Fixed-Term, Full Time/Part Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Relevant Payroll Supervisor
<b>Effective Date:</b>	April 2021
<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:

As a member of the Payroll Services team, provide efficient and effective administrative support and assistance including routine processing within the Agency's Payroll System, and the maintenance of records, information systems and databases.

## Duties:

1. Undertake designated administrative duties including the preparation of correspondence, filing and clerical activities associated with the functions of Payroll Services.
2. Assist Payroll Services staff with the filling of vacancies, the calculation, coding and data input of timesheets and the preparation of documentation relating to the operations of the department.
3. Undertake general office duties including the provision of a word processing support service, registration and dispatch of correspondence and the maintenance of records, information systems and databases, and perform duties relating to routine payroll processing.

4. Provide a reception service incorporating the provision of routine advice and assistance via telephone and counter enquiries and liaison with a wide range of staff on Payroll issues.
5. 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.
6. 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 works as a member of a team and receives routine supervision from the Payroll Supervisor in the region.
- Responsible for the provision of an efficient and effective administrative and clerical support service for Payroll Services, performing all clerical work accurately and completely. Responsible for maintaining confidentiality.
- 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.

## 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. Ability to perform administrative and clerical duties with accuracy and precision.
2. Well-developed computer skills including demonstrable competency in the use of word processing, spreadsheet, and database packages.
3. Ability to maintain confidentiality and solve problems, together with the ability to deal with managers and staff at all levels with tact and diplomacy.
4. High level written and oral communication skills.
5. Ability to work individually and as a member of a team, to plan, organise, set priorities and work effectively, in an environment subject to work pressures and change.
6. Demonstrated capacity for self-motivation, integrity, and initiative.

## 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](#).