

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Officer
Position Number:	523076, 505153, 506367, 512143
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Statewide Mental Health Services Adult Community Mental Health Services
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Team Leader - Continuing Care
Effective Date:	February 2017
Check Type:	Annulled
Check Frequency:	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 part of a multi-disciplinary team delivering high quality mental health services in accordance with the Mental Health Services Strategic Plan, Mental Health Services principles, National Mental Health Standards, Agency Policy, legal requirements and relevant professional competencies, the Administrative Officer:

- Undertakes a range of high level administrative functions for the Adult Community Mental Health Services (ACMHS), including supervision of administrative staff and the coordination of administrative processes.
- Provides high level day to day administrative support services to ACMHS.

Duties:

1. Provide quality administrative and reception support to ACMHS, including undertaking special projects under the direction of the Team Leader.
2. Undertake leave management, training of staff in new processes, the orientation of new or casual administrative staff and the ongoing support of existing administrative staff.
3. Manage and coordinate administrative support systems for the efficient and effective operation of ACMHS.
4. Undertake the management of the records system including filing and retrieval of information.
5. Oversee the ordering, maintaining and processing of accounts, including cost coding functions for stationery items, other office requisites, and petty cash for ACMHS.
6. Undertake administrative tasks associated with Agency assets including processing buildings, equipment, and motor vehicles forms.
7. Liaise with the Area Management Unit South, clients and staff, including dealing with complex enquiries in person, by phone and in writing.
8. Prepare, coordinate, compile and assist with the preparation of letters, Right To Information documents, third party requests, background notes and ministerial briefings, which may be required by ACMHS.
9. Assist with the training and orientation of new or casual administrative staff and provide ongoing support and training to less experienced staff on new processes.
10. Maintain client databases and client record systems including appropriate filing, archiving and retrieval of information.
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 Administrative Officer:

- Is responsible for the accurate and timely completion of daily and regular tasks associated with the provision of high level administrative support to the ACMHS.
- Is expected to deliver a high-level customer orientated service, and is required to exercise a high level of confidentiality whilst working within established guidelines, delegations and instructions.
- Will work closely with, and receive direction from the Team Leader - Continuing Care. The occupant is expected to be pro-active, exercise good judgement and initiative, and work with minimal supervision.
- Is required to act as a team member and contribute to the safe, effective and efficient running of the ACMHS and the achievement of set outcomes and strategic goals.
- Delivers high-level customer orientated services, exercising a high level of confidentiality whilst working within established guidelines
- Works across teams/roles within Mental Health and Statewide Services South during leave periods and staff shortages.

- Is required to contribute to the safe, effective and efficient running of the ACMHS and the achievement of set outcomes and strategic goals as a member of a multidisciplinary team.
- 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. Demonstrated knowledge of and experience in contemporary office management practices including knowledge of medical terminology or the ability to quickly acquire this knowledge, with well-developed computer skills and sound organisational skills.
2. Ability to assist with the training and guidance of less experienced administrative staff, and the orientation of new employees, including delegating administrative duties to ensure the development of team members.
3. Proven ability to work effectively within a multidisciplinary team environment, including the ability to cooperate and work well with other team members both in the administrative and clinical areas, respect the needs and ideas of others, provide support and assistance to team members, resolve conflicts, and appropriately share information with team members.
4. Ability to interpret and analyse all relevant information and recommend or decide on an appropriate course of action within established guidelines and practices.

5. Highly developed interpersonal and communication skills, including a proven ability to undertake duties in a professional manner and with a high level of discretion, together with the ability to effectively liaise with internal and external stakeholders, while maintaining a high level of stakeholder satisfaction in often complex situations.
6. Well-developed written communication skills with the ability to prepare office correspondence, reports and other general documents, and transcribe written and audio recorded information.
7. Understanding of administrative processes associated with the management of clinics, admissions and discharges in ACMHS or the ability to quickly acquire this knowledge.

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 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](#).