

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Communications Officer
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South - Hospital Support Services
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South
Reports to:	Manager Communications
Effective Date:	May 2020
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:

The Communications Unit is required to work as a team that responds to emergency incidents and emergency code situations. Communications Officers are required to provide accurate information in reports and statistical data, including the use of computer systems as required.

In a multi-skilled environment, provide internal and external clients with a professional and efficient service, including switchboard, online directory and general reception duties for patients, visitors and staff of the hospital.

Working both individually and as part of a team to ensure customer expectations are met or exceeded on every occasion by providing a professional, efficient and quality contact/telephony centre and telecommunications advice to internal staff and members of the public.

Undertake a range of administrative activities to provide customers and clients with service details and developments and advice on appropriate services in a professional and competent manner. The Communications Unit is a 24-hour service utilising shift work to cover all staffing rosters.

Duties:

1. Provide quality communication services for internal and external calls, utilising an ARC Connect Operator Console in conjunction with an electronic Directory.
2. Monitor of the communication, alarm and duress systems throughout the hospital. Liaison with security regarding duress alarms, security screening and site access on a 24 hour basis.
3. Provide a front reception service responding to all patient, public and staff enquiries and maintain a register for government vehicle keys, departmental room keys and other equipment requirements.
4. Operate in-house paging for internal staff, and a wide area paging system for communication with on call hospital staff. Allocate and maintain pagers.
5. Coordinate an appropriate team response for all emergency codes.
6. Provide consistent formatting and information to maintain and support multiple databases.
7. Participate in quality improvement activities including documentation and follow up where directed and identify opportunity for improvement in clerical systems.
8. 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:

- An experienced Communications Officer on average would service approximately 5000 calls per month covering a full breadth of customer requests. Customer types include individuals and Government agencies and their requests are diverse and range from routine to challenging.
- Under the general direction of the Manager Communications, responsible for providing an efficient and courteous reception service to internal and external clients of the Royal Hobart Hospital.
- Conduct duties in an efficient and discreet manner, acknowledging the importance of confidentiality and discretion.
- Exercises reasonable care in the performance of duties consistent with Work Health and Safety legislation and guidelines.
- Directly responsible for the completion of all tasks.
- Minimal supervision of individual tasks but overall direction and supervision provided by the Manager Communications.
- 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.
- 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.

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. Thorough knowledge, or demonstrated capacity to gain that knowledge, of the operations of a large intelligent network and attendant console.
2. Sound knowledge of, or ability to acquire the knowledge of, the communication network and support services provided by TASINET.
3. Demonstrated capacity to communicate effectively at all levels, both individually and within a team environment, and to handle sensitive situations with diplomacy and confidentiality with enquiries from external and internal clients.
4. Ability to adopt an innovative approach to problem solving and adapt standard practices or develop new approaches to problem solving.
5. Capacity to acquire knowledge of hospital procedures relating to emergency policies and procedures, alarms and drills.

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](#).