

## Statement of Duties

<b>Position Title:</b> Administrative Support Officer – Patient Safety	<b>Position Number:</b> Generic	<b>Effective Date:</b> March 2017
<b>Group and Unit:</b> Tasmanian Health Service (THS) – Patient Safety		
<b>Section:</b> Various	<b>Location:</b> North West, North, South	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Full Time	
<b>Level:</b> Band 3	<b>Classification:</b> General Stream	
<b>Reports To:</b> Relevant Patient Safety Manager		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

This position contributes to the successful positioning of the Patient Safety Service to provide high quality, accountable and measureable healthcare, both internally and externally, by:

- Providing a range of customer-focused support and information services related to the Patient Safety Service.
- Providing high level administrative support to the Stream Manager and staff assigned to the Patient Safety Service in relation to the role's duties.

### Duties:

1. Provide high level administrative support to the relevant manager.
2. Support the feedback, complaints and commendations process whilst ensuring patient/client confidentiality is maintained at all times.
3. Provide direct support to the service through minute/note taking, preparation of correspondence, organisation and scheduling of meetings and other appointments and maintaining a comprehensive diary of appointments.
4. Research, compile and coordinate background notes, briefings and other management information as required by the Service, including the dissemination of requests for briefings.
5. Undertake project tasks as assigned by the relevant manager.
6. Collate, schedule and prepare minutes and agendas for designated meetings, including maintaining membership and meeting facilities.
7. Undertake data entry into patient safety content management databases and assist in the updating and regular maintenance of electronic documentation as required.
8. 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.

9. 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 jobs at this classification level.

### **Scope of Work Performed:**

- Responsible to the relevant manager for the effective and efficient provision of administrative functions including project management support.
- Operate within a broad range of conditions under general supervision and general direction from the relevant manager. The occupant is expected to exercise a high level of initiative, discretion and judgment in the performance of tasks.
- Achieve work performance at peak performance without supervision and display initiative in prioritisation of executive responsibilities.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- 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.

### **Desirable Requirements:**

- Current Driver's Licence
- Certificate III or IV in business administration or similar

### **Selection Criteria:**

1. Demonstrated ability to exercise initiative, flexibility, sound judgement and discretion including the ability to interpret and analyse information and recommend or decide on appropriate action.
2. Demonstrated ability to research, analyse and collate information for specific projects.

3. Demonstrated capacity to plan, organise and set priorities, participate as a member of a team, and work effectively in an environment subject to work pressures and change
4. Well developed interpersonal, written and verbal communication, and conflict resolution skills, including the ability to consult, negotiate and liaise with a wide range of internal and external clients in a sensitive and confidential manner.
5. Sound knowledge and experience of current management and administrative practices, and the utilisation of contemporary computer applications.

### **Working Environment:**

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.