

Statement of Duties

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| Position Title: Administrative Assistant | Position Number: Generic | Effective Date: October 2012 |
| Group and Unit: Tasmanian Health Service (THS) – Primary Health North | | |
| Section: Various | Location: North | |
| Award: Health and Human Services (Tasmanian State Service) | Position Status: Permanent/Fixed-Term/Casual | |
| | Position Type: Full Time/Part Time/Casual | |
| Level: Band 2 | Classification: General Stream | |
| Reports To: Executive Assistant | | |
| Check Type: Annulled | Check Frequency: Pre-employment | |

Focus of Duties:

- To provide effective and efficient administrative and clerical support service to the offices of Primary Health North and, where required, provide the same assistance to other Primary Health North services located in and around the Launceston area.

Duties:

1. Provide administrative support to the Primary Health North Area Management and Area Clinical Services staff including word processing, spreadsheet, database and e-mail services and maintain and schedule appointments in an electronic diary as required.
2. Prepare basic correspondence and assist the Area Management and Area Clinical Services staff in preparing documents such as reports, responses to requests for information and policies through the provision of secretarial support.
3. Provide secretarial support to committees, including the preparation of agendas and minutes, as required.
4. Ensure an efficient flow of information to and from the offices and maintain effective filing systems, both electronic and hard copy, including central registry filing.
5. Provide telephone and reception services; and ensure the prompt, sensitive and confidential handling of enquiries and routine matters.
6. Maintain office supplies and undertake other ordering as required, ensuring compliance with established policies and procedures.
7. Provide administrative support to, and reception services for, the Primary Health North services located in and around the Launceston area 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 positions at this classification level.

Scope of Work Performed:

- Responsible for the provision of an efficient and effective administrative and clerical support service with an expectation to exercise discretion and initiative in carrying out tasks.
- Reports to, and works under the general direction and supervision of the Executive Assistant.
- 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.

Selection Criteria:

1. A sound knowledge of office management principles and capacity to effectively coordinate the day-to-day operations of the offices of Primary Health Area Management and Area Clinical Services.
2. Demonstrated understanding of meeting procedures and the ability to provide secretarial and administrative support to committees.
3. Well developed computer skills including the ability to efficiently operate word processing, spreadsheet, calendar, mail and database systems and the internet.
4. Well developed oral, written and interpersonal communication skills, appropriate to the undertaking of administrative and reception duties in a senior management and team environment.

5. Capacity to organise and prioritise duties and work relatively unsupervised while maintaining a high level of confidentiality and adherence to time frames.
6. The ability to exercise initiative, judgement and discretion.

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.