

Statement of Duties

Position Title: Administration Assistant	Position Number: 524262	Effective Date: January 2019
Group and Unit: Tasmanian Health Service (THS) – North West Regional Hospital (NWRH)		
Section: Allied Health	Location: North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Casual	
	Position Type: Casual	
Level: Band 2	Classification: General Stream	
Reports To: Director Allied Health Services		
Check Type: Annulled	Check Frequency: Pre-employment & recurrent	

Focus of Duties:

Provide an efficient high level reception and administrative support service to Allied Health services across the THS - North West.

Undertake administrative and organisational duties associated with the daily activities of the office, including ensuring an efficient flow of information to and from the office and communicating effectively as required with a wide range of staff and clients.

Duties:

1. Provide an efficient and effective reception service for Allied Health Services including managing telephone and direct enquiries, scheduling appointments and collecting patient details in a courteous and discreet manner.
2. Provide an efficient administrative support service, including the preparation and distribution of routine correspondence and collection and distribution of inward and outward mail. Ensure that the confidentiality of all records and data collected is maintained.
3. Maintain spreadsheets and databases using computer based applications in accordance with established processes and procedures.
4. Monitor and maintain office supplies, stores and equipment, process requisitions and undertake equipment safety checks.
5. Liaise with Patient Information Management staff to ensure prompt scanning, processing and availability of medical records for the DMR (Digital Medical Record).
6. Collate and compile patient records and statistical reports as required.
7. Train new staff in specific procedures and assist other team members in procedural matters.
8. Participate in continuous Quality Improvement activities and work within Work Health and Safety (WH&S) and Infection Control Guidelines.

9. 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.
10. 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:

Under general supervision and direction from the delegated Allied Health Manager, the Administration Assistant is responsible for:

- Providing reception, clerical support and administrative assistance for Allied Health services across the THS - North West.
- Undertaking secretarial and clerical duties associated with the day-to-day activities of the office, including an efficient flow of information to and from the office and communication as required with a wide range of staff and clients.
- Timely and accurate processing of assigned tasks, and is expected to exercise some discretion in how and when tasks are completed in accordance with overall office, section or unit priorities.
- Complying 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.

*As required by Commonwealth Home Support Program, occupants of this role are required to undertake a conviction check assessment every three years.

Selection Criteria:

1. Knowledge, or the ability to acquire such knowledge, of established work processes and practices of the office, section or unit, including an understanding of operational and technical guidelines.
2. Demonstrated clerical and keyboarding skills, including accuracy and precision in the operation of computer software and related technologies.
3. Well developed interpersonal skills, including sound oral and written communication skills, to effectively liaise with staff and clients at all levels in a courteous, caring and discreet manner.
4. Ability to exercise initiative, judgement, confidentiality and discretion, and to work effectively within a team environment.
5. General understanding of the scope of allied health interventions and the ability to work across sites to support allied health clinicians in the provision of high quality services.
6. Demonstrated sound organisational skills, including the ability to set priorities and work effectively under minimal or routine supervision in an environment subject to work pressures and change.

Working Environment:

The Department of Health (DoH) 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 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. The DoH 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. The DoH and 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 DoH and THS policy) with the Department of Health 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 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 the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.