

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant
Position Number:	502534
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North West – Primary Health Services Assessment and Case Management
Position Type:	Permanent, Full Time/Part Time
Location:	North West
Reports to:	Director of Nursing - Chronic, Complex and Community Services
Effective Date:	September 2023
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Comprehensive knowledge of aged care and community services or have the research skills and ability to quickly acquire same

Note: 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:

Provide a high-level and broad range of administrative and clerical support to the Aged Care Assessment Team (ACAT) Service Manager and clinical staff. Provide a courteous and confidential telephone reception and general information service to individuals, key stakeholders, health workers and the wider community regarding My Aged Care functions and the delivery of Commonwealth funded services.

Duties:

1. Provide information within Agency policies and boundaries relating to confidentiality, release of information, using discretion and common sense with regards to providing sensitive client information to callers.
2. Have knowledge of the My Aged Care referral and assessment processes and services, and have the ability to gain proficiency in using the My Aged Care assessor portal as is a fundamental requirement for this role.
3. Assist the Clinical Intake Officer with inbound referral management and retrieve relevant client information from Department of Health (DoH) data systems and other sources. Provide guidance and answer queries from potential referrers to ensure correct process and referral pathway is undertaken.
4. Compile and maintain an accurate spreadsheet of unassigned referrals. Consult with service manager to monitor active referrals, and efficiently plan assessment appointments to meet Commonwealth Key Performance Indicators (KPI) and Performance Expectations (PE). Book assessment appointments and use Microsoft Outlook shared calendars to manage assessment schedules. Use Smart Fleet pool car booking system, to book pool cars for assessors travel to appointments.
5. Responsible for the confidential handling of sensitive client information and assessment tools generated by the service and upload PDF files to the client's My Aged Care record. Dispatch assessment related correspondence in a timely manner.
6. Provide information and guidance to the community regarding access to age care services.
7. Operate financial systems (Finance One) to order office supplies and other purchases for the service.
8. Prepare client files and information folders and order My Aged Care publications. Source resources and information pamphlets from other related service providers and private operators within the aged care sector for distribution to our clients.
9. Manage the storage, archiving and destruction of confidential client records as per DoH ICSU policies and *The Archives Act 1983*.
10. Participate in team meetings, evaluation of procedural and practice guidelines in consultation with the manager, staff and other stakeholders.
11. 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.
12. 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 Assistant works autonomously under the direction and supervision of the Director of Nursing - Complex, Chronic and Community Services.

The occupant will

- accept accountability for own work practice and participate in the agency's professional development and performance appraisal program.

- At times work independently with minimal supervision and be a contributing member of a multidisciplinary team.
- Be responsible for efficient provision of administrative and clerical support for the service.
- Perform all duties in a safe and courteous manner, exercising reasonable care consistent with Work Health and Safety legislation.
- Champion a child safe culture that upholds the National Principles for Child Safe Organisations. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- 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.

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 high level skills in office management including reception and general clerical duties.
2. Computer literacy, proficiency in Microsoft Office suite and have the capability to learn computer programs that are crucial for the role, for example My Aged Care and Departmental operational systems.
3. Demonstrated ability to effectively communicate with clients, staff and external agencies, utilising discretion and confidentiality.
4. Demonstrated ability to organise and prioritise tasks, show initiative, problem solve and adapt in an environment subject to variable demands and unforeseen events.

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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).