

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Administrative Officer
<b>Position Number:</b>	501100, 530404
<b>Classification:</b>	General Stream Band 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South
<b>Position Type:</b>	Permanent, Full Time/Part Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Practice Coordinator
<b>Effective Date:</b>	August 2024
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Position Features:</b>	Intrastate travel may be required

*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:

Ensure the efficient coordination and administration of the North and North West Sexual Health Service (SHS) clinics. This includes:

- Managing and coordinating patient appointments for the North and North West Clinics.
- Providing high level administrative and clerical support functions to all staff which includes supervising other administrative/reception staff when necessary.
- Ensure the efficient flow of information to and from the office, along with the coordination of administrative processes.
- Maintaining confidentiality and discretion when performing receptionist and clerical duties at all times.
- Working in accordance with all SHS and the Department's established policies, procedures and guidelines

## Duties:

1. Manage and coordinate patient appointments for the North and North West Clinics, including:
  - Providing a prompt and confidential reception service for SHS by controlling and directing all incoming telephone calls, answering client, staff or public enquires including those of a sensitive nature, and obtaining only sufficient information to appropriately refer to medical practitioners, clinical nurse consultants, clinical staff and external providers.
  - Receiving clients attending for appointments ensuring relevant documentation is completed, up to date and accurately entered into the computerised system.
  - Assisting SHS health care providers with communication associated with client care including liaising with General Practitioners and other health care providers.
2. Provide and undertake quality administrative and clerical support to assist with meeting operational requirements including
  - Coordination, distribution and the efficient flow of incoming and outgoing correspondence to the Unit, along with the coordination of administrative processes.
  - Schedule and organise meetings and collate and coordinate background notes, briefings and other information as required.
  - Undertake various administrative tasks including work processing, data entry, scanning of results and documents into Best Practice (BP), spread sheets, documents and graphs, photocopying, scanning, filing, maintenance of mailing lists and distribution of inwards and outwards mail.
  - Perform revenue procedures including ensuring Medicare Numbers are current and up to date in BP as required.
  - Complete start of day and end of day administration procedures including collecting confidential shredding documentation ensuring phones are switched over and all trays with clients information are securely locked away each night.
3. Oversee and maintain petty cash and stationery for the Northern Clinics.
4. Maintain computerised appointment scheduling systems and collect and transmit appropriate information and manage waiting lists and planned appointments along with preparing, receiving, tracking, maintaining and

dispatching all patient documents. Maintain and file, where necessary, statistical and administrative records relating to Unit activities.

5. Contribute towards the provision of optimal administrative workflows within SHS by identifying opportunities to improve service delivery.
6. Promote a commitment to high quality customer service principles, practices and attributes.
7. 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.
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:

Within a multidisciplinary team environment, the Administrative Officer, under the direction and supervision of the Practice Coordinator, will provide high level administrative and clerical support service to the Unit and will:

- Exercise initiative, judgement and confidentiality when undertaking all duties and tasks within the service.
- Coordinate the North and North West Clinics whilst providing an efficient client focused front line reception service.
- Undertake duties without direct supervision and work collaboratively in the team to support the goals and objectives of the Unit.
- Apply flexibility, adaptability and initiative to self-manage and prioritise tasks to support day to day work changes and shifting priorities.
- Perform all duties in accordance with established procedures, guidelines and SHS and the Department's relevant procedures and protocols.
- 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
  - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Demonstrated high level skills and experience in contemporary office administration practices, including the ability to provide confidential, high quality administrative support.
2. Sound knowledge of, and experience in, the use of a broad range of software packages and information systems, including word processing, spreadsheets and databases, with the ability to quickly become adept in the use of new systems as required.
3. Well-developed interpersonal and verbal and written communication skills including the ability to effectively negotiate and liaise with a wide range of internal and external stakeholders within a health service environment.
4. Proven ability and capacity to organise, plan and prioritise work efficiently and effectively both individually and as a member of a multidisciplinary team with minimal supervision. Able to meet deadlines and achieve set objectives for the Unit subject to work pressures and change.
5. Ability to exercise initiative, judgement and discretion and maintain a high level of confidentiality.

## 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](#).