

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant
Position Number:	502206, 519190
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West – North West Regional Hospital
Position Type:	Permanent, Full Time
Location:	North West
Reports to:	Nurse Unit Manager - Diabetes Centre
Effective Date:	November 2019
Check Type:	Annulled
Check Frequency:	Pre-employment

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 an efficient administrative and clerical support service to the Nurse Unit Manager - Diabetes Centre (NUM), Endocrinologist and other Allied Health staff members of the NWRH Diabetes Centre.

Participate and work as an effective member of the multidisciplinary team within the Diabetes Centre.

Duties:

1. Perform administrative, clerical and reception duties to support staff of the NWRH Diabetes Centre based at the NWRH – Burnie Campus and the Community and Health Services Centre, Devonport.
2. Undertake organisational duties associated with the running of the Diabetes Centre, including the efficient flow of information to and from the offices, maintaining the register of appointments within “iPatient Manager” (iPM) and schedule meetings.
3. Create, arrive, depart and code patient appointments on the iPM as necessary.

4. Compile and distribute agendas and take minutes for centre meetings facilitated by the NUM as required.
5. Assist with maintaining department stock, supplies and equipment.
6. Assist staff in the preparation of manuals and educational resources for programs being delivered by the service as requested.
7. Establish and maintain computerised databases, including weekly input of clinical data from the Medical Diabetes clinics and Allied Health clinics where appropriate into the DiaBase software program.
8. Participate in activities pertaining to personal development, quality improvement, performance review and development.
9. 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.
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.

Key Accountabilities and Responsibilities:

The Administrative Assistant works independently on a day to day basis with reference to established procedures and guidelines. The NUM will provide direction and support as required, and an action plan.

The occupant of this role is responsible for:

- Effective and efficient provision of administrative support functions within the North West Diabetes Centre at both the NWRH – Burnie Campus and the Community and Health Services Centre, Devonport.
- Handling sensitive information in a discreet and secure manner, exercising judgement and discretion when liaising with a range of health service professionals, clients of the service and the general public.
- Exercising reasonable care in the performance of duties consistent with relevant Work Health and Safety (WH&S) legislation, and providing labour in an efficient, effective and safe manner.
- Championing 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, exercising 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.
- Complying 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. Sound knowledge and experience of clerical/reception duties within a health service delivery environment, together with the ability to undertake the day to day running of an office.
2. Proven knowledge and experience in the utilisation of office management software and equipment, together with experience entering data accurately and rapidly into computerised systems, with knowledge of a patient information system module an advantage.
3. Demonstrated ability to be able to work effectively and cooperatively as part of a multidisciplinary team, and in the provision of reception services to patients attending a service.
4. Proven high level interpersonal, verbal and written communication skills.
5. Practical understanding of workplace safety as it applies to an office environment.

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](#)