

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Child Health and Parenting Service
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South, North, North West
Reports to:	Operations Manager
Effective Date:	June 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Current Working with Children Registration</p> <p><i>*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 if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	Current Driver's Licence

NB. 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:

In accordance with Agency policies, procedures, and guidelines, the Administrative Assistant will provide a high level of administrative and clerical support to staff and clients to ensure the efficient and effective delivery of services within Child Health and Parenting Service (CHaPS).

Duties:

1. Undertake general administrative and clerical support including distribution of incoming and outgoing mail (hardcopy & electronic); photocopying; collating and distributing documents and correspondence; filing; faxing; and scanning of documents; and maintaining electronic records, documents, databases, scheduling and information systems for the efficient operation of the Service.
2. Provide an efficient and effective receptionist service to support and maintain the efficient flow of information to and from CHaPS.
3. Monitor and replenish stationery supplies and IT consumables and purchase other ad hoc items as required.
4. Undertake accounts payable, requisitions and purchase order processing.
5. 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.
6. 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 will work under the direct supervision of the Administrative Officer within CHaPS and with overall supervision provided by the Operations Manager. General direction on regular established tasks and specific advice on new tasks and procedures will be provided. Work is often undertaken in a strictly confidential and secure environment. The occupant will:

- Work in an efficient and effective manner providing keyboard, administrative and clerical support services.
- Exercise discretion and initiative in day-to-day problem solving.
- 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. Knowledge of, and experience in, the use of a broad range of software packages and information systems, including word processing and spreadsheets, and the ability to quickly become adept in the use of new systems.
2. Demonstrated skills in provision of confidential, high quality reception and administrative support, preferably with exposure to a community based service.
3. Excellent written and verbal communication skills, together with the ability to relate to other staff and work within a multidisciplinary team environment.
4. Ability to manage and prioritise own work to meet required objectives on time and monitor performance to ensure quality assurance standards are maintained.

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](#).