

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant - Staff Health
Position Number:	526123
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North – Launceston General Hospital Staff Health
Position Type:	Permanent, Part Time
Location:	North
Reports to:	Nurse Manager - Infection Prevention Control Unit
Effective Date:	July 2021
Check Type:	Annulled
Check Frequency:	Pre-employment

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:

Provide administrative support in the coordination and efficient operation of the Hospitals North Staff Health Program.

Accurately enter and collate manual and computerised patient information system data.

Perform duties in accordance with the relevant policies and procedures relating to clinical, financial, administrative and infection prevention and control requirements for the setting in which work is being performed.

Duties:

1. Provide customer service ensuring prompt, sensitive and confidential handling of services to the public.
2. Assist clinical staff by providing administrative support such as:
 - Phone/Email/Face-to-Face enquiries.
 - Booking appointments.
 - Collecting manual and computerised patient information data.
 - Providing general information to clients and staff attending the clinic.
3. Maintain information and general filing systems.
4. Perform clerical and administrative tasks to support the production and dissemination of confidential materials including reports, meeting agendas, minutes, and other management information as required.
5. Access and update databases required to report on the Staff Health Program.
6. Utilise patient information management systems as directed.
7. Undertake other clerical duties pertaining to the Staff Health Program for the northern region.
8. Maintain the Staff Health central filing and retrieval system and statistical databases accordingly.
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 - Staff Health works under routine supervision from the Nurse Manager, and is responsible for:

- The delivery of a prompt, sensitive and confidential customer service
- Coordinating administrative aspects of the Staff Health Program.
- Exercising judgement and discretion in determining workload priorities to support the timely completion of assigned tasks.
- 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. High level communication skills with the ability to liaise effectively with all levels of professional staff within and outside the staff health program, together with a proven ability to maintain confidentiality and communicate directly with staff in a professional manner.
2. Knowledge of patient information management systems, or the ability to quickly acquire this knowledge, together with clerical experience.
3. Ability to set priorities and work with flexibility, speed, and accuracy with a demanding schedule, including working effectively as part of a team.
4. High level of accuracy and attention to detail in the collection and entering of patient data.
5. Experience in performing clerical and administrative tasks in accordance with established procedures and the ability to contribute to reviewing and explaining operational procedures to support organisational objectives.
6. Ability to work in accordance with all relevant protocols including those relating to Infection Prevention and Control and Work Health and Safety.

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](#).