

## Statement of Duties

<b>Position Title:</b> Administrative Assistant/Customer Service Officer	<b>Position Number:</b> Employment Register	<b>Effective Date:</b> January 2015
<b>Group and Unit:</b> Tasmanian Health Service (THS)		
<b>Section:</b> Various	<b>Location:</b> North, North West, South	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Fixed-Term/Casual	
	<b>Position Type:</b> Full Time/Part Time/Casual	
<b>Level:</b> Band 2	<b>Classification:</b> General Stream	
<b>Reports To:</b> Assigned Supervisor		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

Provide efficient administrative and/or reception services to a unit/department/service, utilising a range of software packages and office equipment, in accordance with established Agency policy, guidelines and procedures.

### Duties:

1. Provide efficient administrative and clerical support to a unit/department/service, including word processing, spreadsheet, database and e-mail services.
2. Undertake telephone and reception duties as required and ensure the prompt, sensitive and confidential handling of enquiries and routine matters.
3. Maintain client records, both electronic and paper-based, and maintain and review an effective filing system, including archiving, that ensures the confidentiality and safe keeping of client files.
4. Ensure an efficient flow of information to and from the unit/department/service, prepare basic correspondence and assist senior staff in preparing documents such as reports, policies and responses to requests for information.
5. Maintain computer information systems and use effective data processing mechanisms for the retrieval and storage of data.
6. Maintain office supplies and undertake other ordering as required, ensuring compliance with established policies and procedures.
7. Liaise effectively with internal and external stakeholders and ensure a caring and courteous manner is shown towards clients, members of the public and co-workers.
8. Participate in activities pertaining to personal development, quality improvement, performance review and development and workplace safety.

9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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 jobs at this classification level.

### **Scope of Work Performed:**

- Under the general supervision and direction of the assigned supervisor, and as a member of a team, responsible for providing efficient and effective administrative and clerical support to the unit/department/service.
- Following training, and once assessed as competent, staff are expected to work autonomously, exercising some discretion, initiative and judgement as to how tasks are performed, within established guidelines.
- Responsible for maintenance of confidentiality of information, particularly in relation to client/patient records.
- Responsible for compliance with Work Health and Safety policies and for ensuring a safe working environment for clients and staff.
- Comply at all times with the THS's policy and protocol requirements, in particular those relating to hand hygiene, fire awareness and manual handling, and undertake annual education in relation to the requirements.

### **Essential Requirements:**

*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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

- 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 skills in and understanding of contemporary office administration practices, including the ability to provide confidential, high quality administrative support in a client focused environment.

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, and the ability to quickly become adept in the use of new systems.
3. Well-developed interpersonal skills, including oral and written communication skills, appropriate to undertaking administrative and reception duties in a health service environment.
4. Capacity to organise and prioritise duties and work effectively with minimum supervision in an environment subject to work pressures and change.
5. The ability to exercise initiative, judgement and discretion and maintain a high level of confidentiality.

### **Working Environment:**

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director Human Resources and Workplace Safety or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.