DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Executive Assistant - Emergency Department |
| **Position Number:** | 525173 |
| **Classification:** | General Stream Band 3 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North/North West – Launceston General Hospital |
| **Position Type:** | Permanent, Part Time |
| **Location:** | North |
| **Reports to:** | Director - Emergency Department |
| **Effective Date:** | September 2020 |
| **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 high level executive and administrative support and coordination for the Director of the Emergency Department (ED), Launceston General Hospital (LGH), with a flexible and resourceful approach and effective multi-tasking in a rapidly changing environment.

#### Provide targeted administrative support related to the Australasian College for Emergency Medicine (ACEM) training program and support the Department to ensure compliance with training requirements, accreditation, trainee rotations and other related programs.

Assist in the development of data analysis systems within the ED to improve quality patient care, including data collection and breakdown and preparation of reports and systems.

### Duties:

1. Provide a high level, sensitive and confidential administrative service to the ED Director, with a complete range of office management services including minute/note taking, preparation of correspondence, document production and storage, organisation and scheduling of meetings and other appointments and the ensuring of timely flow of information to key stakeholders.
2. Work collaboratively with internal staff and external stakeholders in the collection and recording of statistical information and the preparation of activity reports and other quality improvement data for the Emergency Management Team that will aid the efficiency and effectiveness of the ED in providing patient care.
3. Support the ED Director to undertake a range of HR processes including daily maintenance and editing of medical rosters, timesheet compilation, leave requests and allocations, contracts and recruitment related processes.
4. Develop, co-ordinate and disseminate a range of administrative documents, including the preparation of background notes, briefing material, and information for the ED Director and Senior Medical staff as required.
5. Proactively identify needs, apply problem solving skills, develop appropriate solutions and undertake and prioritise multiple projects of varying complexity.
6. 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.
7. 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 Executive Assistant - ED works with minimum supervision of individual tasks, with broad overall direction and guidance established through a close working relationship with the Emergency Department Director and Senior Staff. The occupant of this role is responsible for:

* Providing an efficient and extensive administrative and executive support service to the ED Director according to established guidelines, systems and processes
* Exercising considerable initiative, creativity and a high level of independent judgement and discretion in undertaking work on a day to day basis
* Ensuring work is carried out in accordance with relevant Work Health and Safety Legislation and procedures.
* 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:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Professional and effective interpersonal, negotiation and communication skills, demonstrating a sound ability to exercise initiative, judgement, confidentiality and discretion in liaising with internal and external stakeholders.
2. Demonstrated experience in current administrative support and office management practices; including high level proficiency in the utilisation of contemporary computer applications and programs.
3. Proven ability to prioritise work requirements, be flexible and adaptable, and work both independently and as a member of a team environment subject to rapid change, work pressures and deadlines.
4. Ability to exercise judgement, initiative, sensitivity and discretion, including the ability to interpret and analyse information and recommend or decide on appropriate action within a senior management environment.
5. Experience with database systems and data analysis, including the ability to support research undertakings and the collation of statistical data and report generation.
6. Proven understanding of the dynamics of a multidisciplinary team operating in an emergency department, hospital-based environment or alternative high pressure, dynamic workplace.

### 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](http://gormpr-cm01/pandp/showdoc.aspx?recnum=P19/000365).