DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Administration Assistant |
| **Position Number:** | 524262 |
| **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  Allied Health |
| **Position Type:** | Casual |
| **Location:** | North West |
| **Reports to:** | Director - Allied Health Services (North West) |
| **Effective Date:** | January 2019 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment and Recurrent |

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 an efficient high-level reception and administrative support service to Allied Health services across the THS–North West.

Undertake administrative and organisational duties associated with the daily activities of the office, including ensuring an efficient flow of information to and from the office and communicating effectively as required with a wide range of staff and clients.

### Duties:

1. Provide an efficient and effective reception service for Allied Health services including managing telephone and direct enquiries, scheduling appointments and collecting patient details in a courteous and discreet manner.
2. Provide an efficient administrative support service, including the preparation and distribution of routine correspondence and collection and distribution of inward and outward mail. Ensure that the confidentiality of all records and data collected is maintained.
3. Maintain spreadsheets and databases using computer based applications in accordance with established processes and procedures.
4. Monitor and maintain office supplies, stores and equipment, process requisitions and undertake equipment safety checks.
5. Liaise with Patient Information Management staff to ensure prompt scanning, processing and availability of medical records for the DMR (Digital Medical Record).
6. Collate and compile patient records and statistical reports as required.
7. Train new staff in specific procedures and assist other team members in procedural matters.
8. Participate in continuous Quality Improvement activities and work within Work Health and Safety (WH&S) and Infection Control Guidelines.
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:

Under general supervision and direction from the delegated Allied Health Manager, the Administration Assistant is responsible for:

* Providing reception, clerical support and administrative assistance for Allied Health services across the THS–North West.
* Undertaking secretarial and clerical duties associated with the day-to-day activities of the office, including an efficient flow of information to and from the office and communication as required with a wide range of staff and clients.
* Timely and accurate processing of assigned tasks, and is expected to exercise some discretion in how and when tasks are completed in accordance with overall office, section or unit priorities.
* 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.

\* as required by CHSP, occupants of this role are required to undertake a conviction check assessment every three years.

### Selection Criteria:

1. Knowledge, or the ability to acquire such knowledge, of established work processes and practices of the office, section or unit, including an understanding of operational and technical guidelines.
2. Demonstrated clerical and keyboarding skills, including accuracy and precision in the operation of computer software and related technologies.
3. Well developed interpersonal skills, including sound oral and written communication skills, to effectively liaise with staff and clients at all levels in a courteous, caring and discreet manner.
4. Ability to exercise initiative, judgement, confidentiality and discretion, and to work effectively within a team environment.
5. General understanding of the scope of allied health interventions and the ability to work across sites to support allied health clinicians in the provision of high quality services.
6. Demonstrated sound organisational skills, including the ability to set priorities and work effectively under minimal or routine supervision in an environment subject to work pressures and change.

### 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).