

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Administrative Assistant – Tasmanian Eating Disorder Service (TEDS)
<b>Position Number:</b>	528922, 528923, 528924
<b>Classification:</b>	General Stream Band 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing Tasmanian Eating Disorder Service (TEDS)
<b>Position Type:</b>	Permanent, Full Time/Part Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Manager – Tasmanian Eating Disorder Service (TEDS)
<b>Effective Date:</b>	January 2024
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	Current Working with Children Registration  <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>
<b>Desirable Requirements:</b>	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 position.

## Primary Purpose:

As part of a multidisciplinary team delivering high quality Mental Health Services in accordance with the Mental Health Services Strategic Plan, Mental Health Service principles, National Mental Health Standards, Agency policy,

legal requirements and relevant professional competencies.

The Administrative Assistant – TEDS will:

- Provides day to day administrative support to TEDS.
- Contributes towards optimal administrative and business support processes at the local level.

## Duties:

1. Provide the first contact facility for clients and relatives, relaying information and calls immediately to the appropriate professionals.
2. Provide a specialised clerical facility for the TEDS, interview clients/relatives for registration details and update the computerised record.
3. Liaise with other Mental Health Services personnel as well as external agencies and stakeholders.
4. Typing of administrative and clinical correspondence and reports.
5. Maintain statistical collection for the TEDS.
6. Provide clerical support to Service site staff involving organising appointments, daily lists and retrieval of client files and other duties as required.
7. 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.
8. 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 with administrative direction from Clinical Lead/s and/or the TEDS Manager to exercise initiative and judgement within established guidelines and is responsible for:

- Efficient day to day functions within the administrative office, and duties within the designated unit.
- Ensuring an efficient secretarial and reception service is provided.
- Maintaining the security of the office, including the need for confidentiality of client records.
- 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. Ability to exercise initiative, judgement, and confidentiality to work in a senior management and clinical environment under pressured circumstances.
2. Ability to undertake administrative duties, including the efficient operation of keyboard and word processing equipment, office automation systems and facsimile machine and possess a high standard of secretarial skills, together with knowledge and experience of sound office management practices.
3. Ability to work either individually or as a member of a team.
4. Knowledge of other relevant Government Agencies and non-government organisations or the ability to quickly gain such knowledge.
5. Ability to communicate effectively with the public, clients, clinical personnel and other staff and to perform reception duties in a courteous and discreet manner.

## 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](#).