DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Administrative Assistant - Pathology |
| **Position Number:** | Generic |
| **Classification:** | General Stream Band 2 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North/North West – Launceston General Hospital  Pathology |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | North |
| **Reports to:** | Administrative Coordinator |
| **Effective Date:** | March 2021 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Knowledge of medical terminology  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 positions.

### Primary Purpose:

Working within a team environment, provide reception, clerical and data input services for the Pathology Department.

### Duties:

1. Provide comprehensive reception, clerical and computer based administrative support to the Pathology service.
2. Maintain all patient electronic records, tracking and billing systems, including paper-based filing and follow up systems in line with departmental processes and procedures.
3. Provide both frontline and telephone reception services and deal with routine matters and enquires.
4. Prepare routine correspondence using computer-based applications, including medical typing, in accordance with established processes and procedures.
5. 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.
6. 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:

* Responsible to the Pathology Administrative Coordinator for the completion of routine administrative and clerical duties and for protecting the confidentiality and integrity of patient information at all times.
* 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:
   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. Demonstrated knowledge of and experience in contemporary office management practices, including patient billing processes.
2. Sound interpersonal, written, and verbal communication skills, with a demonstrated ability to work effectively either individually or as a member of a team in an environment subject to work pressure and change.
3. Demonstrated ability to utilise computer-based equipment, applications and software including audio equipment.
4. Ability to exercise initiative, judgment, courtesy, and discretion and to work effectively under routine supervision.
5. Understanding of the employee’s role and responsibilities in relation to Work Health and Safety Legislation.

### 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).