

Statement of Duties

Position Title: Administrative Assistant	Position Number: 519832	Effective Date: July 2013
Group and Unit: Tasmanian Health Service (THS) – Executive Director of Nursing		
Section: Workplace Health and Wellbeing	Location: South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 2	Classification: General Stream	
Reports To: Clinical Nurse Consultant – Occupational Health		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

- Responsible for the provision of administrative and clerical support and reception duties for the Clinical Nurse Consultant – Occupational Health, the Occupational Health Nurses and other staff within the service.

Duties:

1. Provide administrative and secretarial support to the Clinical Nurse Consultant – Occupational Health, the Occupational Health Nurses and other staff within the service. This will include, but not be limited to: visitor and patient reception, telephone screening; management of appointment diaries and electronic and hardcopy inward and outward correspondence, travel arrangements; as well as word processing, database maintenance and managing office supplies.
2. Organise and schedule meetings as requested, and attend to associated arrangements. This could include, but is not limited to: booking of venues, ordering of catering and organisation of necessary equipment, preparation of meeting agendas, minutes and required resources and other required documentation.
3. Provide reception and initial contact for staff accessing the service and exercise professional discretion as to appropriate referral to members of the service.
4. Implement and maintain relevant filing systems, both administrative and patient including safe storage of computerised information ensuring that the confidentiality of medical records and data is strictly maintained.
5. Liaise with a range of internal and external stakeholders and ensure the effective flow of information and advice within the office.
6. Manage the electronic occupational health record - Cohort.

7. Prepare teaching material, resource materials and publications and assistance to other members of staff.
8. 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.
9. 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.

Scope of Work Performed:

- Responsible for providing efficient and effective administration services to the office of the Workplace Health and Wellbeing Service.
- Responsible for the efficient and effective coordination of the office and the handling of sensitive and professional patient information and enquiries.
- The occupant will also be required to provide administrative support as agreed to all staff within the service.
- The Administrative Assistant is expected to deliver a high-level customer orientated service, and is required to exercise a high level of confidentiality whilst working within established guidelines, delegations and instructions.
- The occupant will work closely with, and receive direction from the Occupational Health Nurses and the Clinical Nurse Consultant – Occupational Health. The occupant is expected to be pro-active, exercise good judgement and initiative and work with minimal supervision.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

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:

- I. 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. Highly developed interpersonal communication skills, including the proven ability to undertake duties in a professional manner and with a high level of discretion.
2. Proven proficiency at an intermediate to high level in the use of information technology including, but not limited to, Microsoft Office suite, Microsoft Word, Microsoft Excel, Microsoft Outlook, and the use of basic office equipment such as fax machines, photocopiers and printers.
3. High level of keyboard skills (e.g. speed and accuracy) and experience in the production of general office correspondence, reports and other general documents with a high degree of attention to detail, including accurate spelling and correct use of grammar.
4. Demonstrated experience in undertaking administrative and clerical duties including the proven ability to prioritise work requirements, be flexible and adaptable, and work both independently and as a member of a team.
5. Proven time management skills and the ability to develop maintain and monitor own work program to meet deadlines, with general supervision.

Working Environment:

The Department of Health (DoH) 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 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 HR Management and Strategy or to the Manager Internal Audit. The DoH 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. The DoH and 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 DoH and THS policy) with the Department of Health 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 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 the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.