

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Receptionist/Administrative Assistant
Position Number:	504619, 507601, 507630, 512721
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West Primary Health North
Position Type:	Permanent/Casual, Full Time/Part Time/Casual
Location:	North
Reports to:	Coordinator Community Health Centre
Effective Date:	October 2021
Check Type:	Annulled
Check Frequency:	Pre-employment and Recurrent
Position Features:	<p>These positions operate in the following Community Health Centre locations:</p> <ul style="list-style-type: none">• 504619 – Ravenswood• 507601 – Longford• 507630 – Kings Meadows• 512721 – Casual relief position that may operate in support of either locations

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:

As part of the health care team, the occupant of this position will provide reception and administrative support services to the relevant Community Health Centre/s (CHC).

Provides administrative support to the Coordinator CHC and other CHC staff by coordinating the flow of information to and from the CHC, preparing routine correspondence and service related activity reports, and undertaking a liaison role in support of the day to day operations of the CHC.

Under the guidance and direction of the Coordinator CHC, will prepare and set up health promotion display material and provide administrative support in the coordination of such activities.

Duties:

1. Provide administrative and clerical support to the Coordinator CHC and other staff working within the unit. This includes but is not limited to: visitor reception, telephone screening, data entry, electronic and hardcopy inward and outward correspondence and general record keeping.
2. Act as the contact officer for community groups and other service providers seeking to use the Centre's facilities, ensuring the hiring out of the facilities complies with relevant THS policies and procedures.
3. Provide secretarial support services for centre management meetings and other forums, and as directed follow up actions arising from the meetings.
4. Undertake routine financial processing duties, including the receipting and banking of monies, processing of invoices and management of petty cash. Maintain associated records.
5. Source information and material to establish health promotion displays and provide administrative support to the coordination of health promotion activities.
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 occupant will work under general supervision provided by the Coordinator CHC and will be responsible for:

- Providing frontline reception and general administrative and clerical support services to staff working at the CHC and Primary Health Community Services.
- Supporting CHC staff by providing a liaison service with a wide range of Agency and community-based health service providers, and the general public accessing services at the CHC and Primary Health Community Services.
- Taking responsibility for the timely and accurate completion of administrative and clerical tasks.
- Exercising initiative, judgment and discretion in undertaking all tasks with reference to established protocols and procedures.
- Promoting and maintaining a positive image of the service to the public while at all times maintaining confidentiality.

- 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:
 - 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.

*as required by CHSP and/or *Aged Care Act 1997*, occupants of this role are required to undertake a conviction check assessment every three years.

Selection Criteria:

1. Demonstrated previous experience in the provision of reception and administrative support functions, including well developed skills in the use of office management and IT information systems.
2. Demonstrated ability to maintain effectiveness and work without supervision in an environment often subject to changing circumstances. Strong coordination and follow up skills, together with the capacity to be adaptable and flexible and to monitor and prioritise work in order to meet deadlines.
3. Effective communication and interpersonal skills, including a demonstrated capability to cooperate and work well within a large team of health care providers and to show consideration and respect for the cultural diversity that exists within the workplace.
4. An understanding of, and ability to contribute to, quality improvement activities as they relate to the provision of an administrative and reception support service.

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](#).