

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Administrative Assistant
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South, North/North West
<b>Position Type:</b>	Fixed-Term, Full Time/Part Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Executive Director of Nursing/ Nursing Director
<b>Effective Date:</b>	November 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment

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:

Manage and coordinate the provision of a complete range of efficient and effective office management support services for the Nurse and Midwifery Managers (NUM/MUM), ensuring sensitive and confidential handling of all enquiries.

As a team member, actively support the delivery of a comprehensive range of administrative and service operation functions and facilitate effective communication processes to and from the office.

## Duties:

1. Provide direct secretarial/administrative support to NUM/MUM including the preparation and coordination of confidential documents, correspondence, background notes, briefings, submissions, and reports as required.
2. Undertake and support with a range of HR administrative processes associated with recruitment processes, timesheets sick leave, annual leave, and professional development requests.

3. Maintain electronic leave bookings for ward nursing midwifery and ancillary staff and reconcile various payroll reports by critically examining, evaluating, and taking appropriate action to ensure relevance, completeness, and accuracy.
4. Facilitate effective communication processes to and from the office of the NUM/MUM including liaising effectively with all internal stakeholders (including human resources) and external parties.
5. Provide effective rostering support by initiating action regarding appropriate staffing relief/allocation identifying rostering shortfalls and updating ProAct to reflect daily rostering changes
6. Serve as the first point of contact for the office for a wide variety of contacts, Schedule meetings and other appointments, and assume responsibility for agenda papers and recording of minutes.
7. Participate and assist senior staff in the development of information management systems, reviewing and evaluation of administrative practices, data bases and reports to ensure and aid the efficiency and effectiveness of the service
8. 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 and related training.
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.

## Key Accountabilities and Responsibilities:

The Administrative Assistant works within a team environment and in accordance with established guidelines, systems, and processes, with broad direction provided by the EDON/Nursing Director. The occupant of this role is responsible for:

- Exercising considerable initiative, creativity, and a high level of independent judgement and discretion in undertaking work on a day-to-day basis.
- Providing an efficient and effective administrative rostering and executive support service to the Nurse and Midwifery Managers.
- 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. Broad experience in office management, administrative and executive support skills, including knowledge of basic accounting/financial and human resource management processing procedures.
2. Effective written and oral communication skills and a demonstrated ability to provide quality customer services with courtesy and discretion.
3. Demonstrated capacity to operate proficiently in a technological environment, including a high level of skills in the use of a range of computer applications.
4. Sound teamwork skills and the ability to liaise and maintain relationships with a range of stakeholders and customers, including the ability to obtain cooperation and assistance from people within and outside the Agency.
5. Proven capacity to work under pressure in an environment of competing priorities and to meet identified timeframes.
6. Personal qualities such as initiative, flexibility, sound judgement and discretion, including the ability to interpret and analyse information and recommend or decide upon appropriate action.

## 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 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](#).