

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West – Primary Health Services
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North
Reports to:	Assistant Director of Nursing - Primary Health North
Effective Date:	October 2012
Check Type:	Annulled
Check Frequency:	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:

Provide effective and efficient administrative and clerical support service to the offices of Primary Health North and, where required, provide the same assistance to other Primary Health North services located in and around the Launceston area.

Duties:

1. Provide administrative support to the Primary Health North Area Management and Area Clinical Services staff including word processing, spreadsheet, database and e-mail services and maintain and schedule appointments in an electronic diary as required.
2. Prepare basic correspondence and assist the Area Management and Area Clinical Services staff in preparing documents such as reports, responses to requests for information and policies through the provision of secretarial support.
3. Provide secretarial support to committees, including the preparation of agendas and minutes, as required.

4. Ensure an efficient flow of information to and from the offices and maintain effective filing systems, both electronic and hard copy, including central registry filing.
5. Provide telephone and reception services; and ensure the prompt, sensitive and confidential handling of enquiries and routine matters.
6. Maintain office supplies and undertake other ordering as required, ensuring compliance with established policies and procedures.
7. Provide administrative support to, and reception services for, the Primary Health North services located in and around the Launceston area as required.
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:

- Responsible for the provision of an efficient and effective administrative and clerical support service with an expectation to exercise discretion and initiative in carrying out tasks.
- Reports to, and works under the general direction and supervision of the Assistant Director of Nursing - Primary Health North.
- 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.
- 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.

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. A sound knowledge of office management principles and capacity to effectively coordinate the day-to-day operations of the offices of Primary Health Area Management and Area Clinical Services.
2. Demonstrated understanding of meeting procedures and the ability to provide secretarial and administrative support to committees.
3. Well developed computer skills including the ability to efficiently operate word processing, spreadsheet, calendar, mail and database systems and the internet.
4. Well developed oral, written and interpersonal communication skills, appropriate to the undertaking of administrative and reception duties in a senior management and team environment.
5. Capacity to organise and prioritise duties and work relatively unsupervised while maintaining a high level of confidentiality and adherence to time frames.
6. The ability to exercise initiative, judgement and discretion.

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](#).