

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Officer
Position Number:	512508, 522986
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West – Primary Health Services Campbell Town Multi-Purpose Services
Position Type:	Permanent/Casual, Full Time/Casual
Location:	North
Reports to:	Director of Nursing
Effective Date:	October 2022
Check Type:	Annulled
Check Frequency:	Pre-employment and Recurrent
Desirable Requirements:	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:

Undertake a reception and coordination role for Campbell Town Multi-Purpose Services (CTMPS), including the day to day delivery of all aspects of administrative and clerical duties.

Provide logistical and project support to other activities within CTMPS including health promotion, special events and community activities.

Duties:

1. Provide front line and telephone reception services and respond to routine enquiries, providing relevant information within established guidelines and policies. Refer individual client enquiries to the appropriate area within CTHCS as required.
2. Provide administrative support to CTHCS, including preparing research materials, reports, correspondence, minutes of meetings and submissions, and liaising with other team members.
3. Process all monies received in respect to client fees and process related accounts, ensuring they are recorded in accordance with departmental policy and procedure.
4. Undertake a wide range of clerical and administrative duties to support the efficient and effective delivery of services by CTHCS, including financial support activities including petty cash and banking.
5. Assist with the maintenance and archiving of the organisation's record management systems and telehealth appointments.
6. Assist clients, staff and visitors with general enquiries and maintain effective databases by ensuring timely and accurate data entry.
7. Assist in ordering maintaining and receiving deliveries, ordering of stationary and clinical supplies.
8. Participate in and contribute to quality improvement activities undertaken by CTHCS.
9. 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.
10. 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 works under general supervision from the Director of Nursing and is responsible for:

- All aspects of administrative and reception functions, including utilising operational guidelines and practices to resolve day to day issues.
- Exercising initiative, a degree of judgment and discretion, and working independently on a day to day basis with reference to established procedures.
- Using initiative and discretion with regard to providing information to clients and members of the public with reference to established procedures and guidelines related to service provision.
- 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, occupants of this role are required to undertake a conviction check assessment every three years.

Selection Criteria:

1. Ability to perform administrative and clerical duties with accuracy and precision.
2. Experience with cash handling, financial record keeping and being accountable for it, demonstrated good mathematical skills and attention to detail in work.
3. Demonstrated capacity to operate proficiently in a technological environment including a high level of skills in the use of computer applications especially Microsoft Office packages and the ability to learn other computer applications required by the business unit.
4. Effective communication and interpersonal skills, including a demonstrated capability to co-operate 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 community.
5. Well-developed organisational skills including time management and prioritising of workload.
6. Demonstrated understanding of frail, aged and disabled persons' needs and the ability to provide information in a supportive and non-judgmental manner.
7. A sound knowledge and understanding of current Work Health and Safety legislation, with the ability to successfully apply these in a healthcare environment.

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](#).