

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 NESM Hospital Scottsdale and CHS
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North
Reports to:	Director of Nursing - NESM Hospital
Effective Date:	April 2020
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:

Provision of effective and efficient administrative and clerical support service to the Director of Nursing - NESM Hospital and staff at the North Eastern Soldiers Memorial (NESM) Hospital in Scottsdale.

Provide reception support to all health staff, and service to the public.

Duties:

1. Undertake administrative and clerical support to the Director of Nursing - NESM Hospital, maintaining an efficient flow of information to and from their office when required.
2. Undertake word processing, spreadsheet, database and email services, and maintenance of electronic diary for outpatient appointments, this includes but is not limited to, physiotherapy, radiography and antenatal.

3. Provide secretarial support in drafting, editing and preparation of routine correspondence, reports, statistical data, and other documents as required.
4. Maintenance and coordination of the hospitals centralised electronic calendar, and central filing registry in accordance with the Archives Office of Tasmania.
5. Coordination of equipment, room bookings, including video conferencing facilities and consulting rooms.
6. Attend to invoice and receipting requirements of the facility, including petty cash, when required.
7. Arrange for purchase and receipt of office and other supplies as required and maintain associated records.
8. Input and retrieve patient record information using the patient administrative computer system, including movements related to episodes of care changes. Receive, maintain and dispatch all patient records, and archive annually.
9. Input emergency data for statistical reporting.
10. Assist in inter hospital patient transfer and/or discharge planning, e.g., bookings, transport, referrals etc. prior to patient discharge when required.
11. Contribute to the development and implementation of administrative systems which ensure compliance with departmental policies and procedures and promote a quality improvement approach to the delivery of administrative services.
12. 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.
13. 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 under general direction and supervision of the Director of Nursing - NESM Hospital, while supporting and working with other staff as required. The occupant of this role is responsible for:

- Working with minimal supervision in the performance of routine tasks, using established processes and procedures.
- Provision of efficient and effective administrative, clerical and reception support services, with an expectation to exercise discretion and initiative in carrying out tasks.
- 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.

Selection Criteria:

1. Sound knowledge of office management principles, and the capacity to effectively support the management of day-to-day operations of the area.
2. Well-developed computer skills, including the ability to efficiently operate word processing, spreadsheet, calendar, mail, and database systems.
3. Well-developed oral, written and interpersonal communication skills, with the ability to exercise initiative, judgement and discretion when undertaking administrative and reception duties in a senior management and team environment.
4. Capacity to organise and prioritise duties and work relatively unsupervised while maintaining a high level of confidentiality and adherence to timeframes.

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](#).