

Statement of Duties

Position Title: Administrative Assistant	Position Number: 502578	Effective Date: October 2013
Group and Unit: Tasmanian Health Service (THS) – Primary Health North West		
Section: Devonport Community Nursing	Location: North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 2	Classification: General Stream	
Reports To: Nurse Unit Manager - Devonport Community Health Nursing and Home Care Service		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Provide efficient and effective administrative and clerical support to the Devonport Community Health Nursing and Home Care Service.

Undertake administrative and organisational duties associated with the day to day function of the office, including ensuring the efficient flow of information and the administration of financial records for the area.

Duties:

1. Provide administrative support functions that contribute to an efficient, confidential and effective administrative service for the Devonport Community Health Nursing.
2. Provide reception and telephone screening services, ensuring that urgent enquiries and emerging issues are brought to the attention of the Nurse Unit Manager (NUM) and senior officer in a timely manner.
3. Compile, copy, sort and file records of office activities, business transactions and other activities associated with the running of the office
4. Maintain effective and efficient office filing systems, both paper based and computerised.
5. Use the computerised information systems and basic office equipment to enter medical and financial related data, edit correspondence, prepare documents and process information.
6. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

Scope of Work Performed:

- 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.
- Works under the general direction and supervision of the NUM - Devonport Community Health Nursing and Home Care Service.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

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 knowledge of medical terminology and customer service skills, including the ability to interact with the public and staff at all levels.
2. Demonstrated ability to exercise initiative, judgement, confidentiality and discretion including the capacity to effectively work with minimal supervision.
3. Sound knowledge of office administration principles with understanding of policies, procedures and guidelines and how they applied within the workplace.
4. High level oral, written and interpersonal communication skills and the ability to work effectively as part of a multidisciplinary team.
5. Knowledge, skills and practical experience in the operation of computer information management systems and Microsoft office suite. Knowledge of basic financial administration procedures.

Working Environment:

- Office based at the Devonport Community and Health Services Centre, Steele Street Devonport.

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) with the Department of Health and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.