DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Administrative Officer – Integrated Operations Centre |
| **Position Number:** | Generic |
| **Classification:** | General Stream Band 3 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North West – North West Regional Hospital |
| **Position Type:** | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:** | North West |
| **Reports to:** | Nurse Unit Manager – Pool Office |
| **Effective Date:** | February 2024 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |

Note: 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:

In accordance with established policies, guidelines, systems and processes, the Administrative Officer – Integrated Operations Centre (IOC) will:

* Provide high-level administrative and clerical support to the Nurse Unit Manager - Pool Office (NUM)**,** and the afterhours Nurse Unit Managers.
* Support the NUM in the management of recruitment activities in collaboration with Human Resources (HR) and Payroll Services.
* Provide administrative support within the North West Regional (NWRH) Integrated Operations Centre as required

### Duties:

1. Provide high level administrative support within the IOC by undertaking a variety of administrative and clerical tasks to support the NUM, including prioritising workload and recognising and investigating issues as they arise and contributing to solutions.
2. Coordinate the receipt, processing and dispatch of recruitment documentation, timesheets and other HR forms, working collaboratively with relevant staff.
3. Participate in the development and/or maintenance of existing administrative support systems.
4. Participate in the development of office management systems and reports that will aid the efficiency and effectiveness of the IOC.
5. Provide relief/assistance to other locations within the IOC.
6. Develop and maintain a high level of capability in the primary software systems used within the IOC including the recruitment system (Page Up), the rostering system (ProAct), the patient flow system (Patient Flow Manager) and utilise a variety of Microsoft Office programs.
7. 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.
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:

The Administrative Officer - IOC works under the general direction and supervision of the NUM and will receive guidance and support from other senior staff and relevant service providers. The occupant will:

* Provide efficient and effective administrative and clerical support for the NWRH IOC.
* Assist in the prioritisation of IOC workload, including recognising and investigating issues as they arise and proactively contributing to solutions.
* Exercise reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation and for providing labour in an efficient and safe manner.
* Champion 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, 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:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Ability to undertake administrative duties including efficient operation of keyboard and word processing equipment, office automation systems and possess understanding of payroll and HR processes.
2. High-level computer skills including the use of spreadsheets, Word documents, recording and maintenance of staff rostering systems and patient flow software.
3. High-level interpersonal, organisational and communication skills and the ability to participate effectively in a team environment subject to work pressures and change.
4. Sound knowledge and experience of office management practice and the demonstrated ability to prioritise workload, comply with established timeframes and have the capacity to deal with several tasks concurrently.
5. Demonstrated knowledge of relevant Awards, Agreements, Employment Directions, Policies and Legislation, or the ability to quickly acquire this knowledge.

### 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 | Tasmanian Department of Health](https://www.health.tas.gov.au/consumer-and-community-engagement-principles).