

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Administrative Officer
<b>Position Number:</b>	522961, 523538, 517371
<b>Classification:</b>	General Stream Band 3
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Child Health and Parenting Services
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Operations Manager
<b>Effective Date:</b>	October 2017
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	<p>Current Tasmanian Working with Children Registration</p> <p><i>*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 if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
<b>Desirable Requirements:</b>	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:

Provide a high level of administrative and clerical support within Child Health and Parenting Services (CHaPS).

## Duties:

1. Assist with the supervision and coordination of CHaPS human, physical and financial activities.
2. Provide comprehensive reception, clerical and computer based administrative support within CHaPS, including acting as minute secretary for meetings as required.
3. Liaise with clients and staff, including dealing with more complex enquiries in person, by phone and in writing.
4. Assist with the administrative/clerical tasks associated with Departmental assets including buildings, equipment and vehicles.
5. Complete training to act as a fire warden if required and organise emergency procedures within a designated area as the need arises.
6. Undertake Right to Information and other document reproduction as required.
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.

## Key Accountabilities and Responsibilities:

- General direction and supervision is provided by the Operations Manager.
- Responsible for efficient and effective supervision of administration staff within the designated area.
- Responsible for the provision of administrative support in a timely and efficient manner.
- The team member is expected to maintain client and staff confidentiality in accordance with the *Personal Information Protection Act 2004*.
- 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. Ability to undertake supervisory duties and support administrative staff to ensure efficient administrative support for CHaPS.
2. Highly developed computer skills, including proficiency in word processing, data processing, databases, spreadsheets and information retrieval utilising a range of computer software programs.
3. Demonstrated high level administrative skills including the ability to provide confidential, high quality receptionist and administrative support.
4. Well-developed interpersonal and communication skills with demonstrated ability in exercising initiative, judgment and discretion.
5. Demonstrated ability to work either individually or as a member of a team in an environment subject to work pressures and change.
6. Demonstrated ability to prioritise workload, and to work for periods of time without supervision.

## 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](#).