

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant / Customer Service Officer
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Department of Health
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South
Reports to:	Relevant Supervisor / Manager
Effective Date:	June 2015
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:

Provide efficient administrative and/or reception services to a unit/department/service, utilising a range of software packages and office equipment, in accordance with established Agency policies, guidelines and procedures.

Duties:

1. Provide efficient administrative and clerical support to a unit/department/service, including word processing, spreadsheet, database, and email services.
2. Undertake telephone and reception duties as required and ensure the prompt, sensitive and confidential handling of enquiries and routine matters.
3. Maintain client records, both electronic and paper-based, and maintain and review an effective filing system, including archiving, that ensures the confidentiality and safe keeping of client files.
4. Ensure an efficient flow of information to and from the unit/department/service, prepare basic correspondence and assist senior staff in preparing documents such as reports, policies, and responses to requests for information.

5. Maintain computer information systems and use effective data processing mechanisms for the retrieval and storage of data.
6. Maintain office supplies and undertake other ordering as required, ensuring compliance with established policies and procedures.
7. Liaise effectively with internal and external stakeholders and ensure a caring and courteous manner is shown towards clients, members of the public and co-workers.
8. Participate in activities pertaining to personal development, quality improvement, performance review and development and workplace safety.
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:

- Under the general supervision and direction of the assigned supervisor, and as a member of a team, responsible for providing efficient and effective administrative and clerical support to the unit/department/service.
- Following training, and once assessed as competent, staff are expected to work autonomously, exercising some discretion, initiative, and judgement as to how tasks are performed, within established guidelines.
- Responsible for maintenance of confidentiality of information, particularly in relation to client/patient records.
- Responsible for compliance with Work Health and Safety policies and for ensuring a safe working environment for clients and staff.
- 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:

- I. 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. Demonstrated skills in understanding contemporary office administration practices, including the ability to provide confidential, high quality administrative and clerical support in a client focused environment.
2. Sound knowledge of, and experience in, the use of a broad range of software packages and information systems, including word processing, spreadsheets and databases and the ability to quickly become adept in the use of new systems.
3. Well-developed interpersonal skills, including oral and written communications skills, appropriate to undertaking administrative and receptions duties in a health service environment.
4. Capacity to organise and prioritise duties and work effectively with minimum supervision in an environment subject to work pressures and change.
5. Ability to exercise initiative, judgement and discretion and maintain a high level of confidentiality.

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](#).