

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant
Position Number:	505511
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South – Allied Health – Statewide Audiology Service
Position Type:	Permanent/Full time
Location:	South
Reports to:	Discipline Lead – Statewide Audiology Service
Effective Date:	December 2021
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Nil

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:

As a member of the Statewide Audiology Service the role of the Administrative Assistant is to:

- Provide a high level of reception, administrative, executive and clerical support to the Statewide Audiology Service including its staff and patients.

Duties:

1. Act as the first point of contact for the statewide audiology service through telephone, email, fax and face to face contact with patients, health professionals and the general public
2. Provide high level administrative support to the Statewide Audiology Service including assisting with financial and human resources transaction processing and with general IT, asset management and communication requirements

3. Provide support and training to Statewide Audiology Staff including supporting new staff in using iPM/DMR and other systems that relate, for example, to patient care and administrative procedures including, referrals, appointments, transportation and any other associated task relating to patient care as required.
4. Handle broad ranging telephone and email enquiries, effectively screening calls and ensuring sensitive and confidential responses to enquiries
5. Ensure the appropriate management of electronic and manual records in accordance with legislation, policies, and procedures, including maintaining databases and ordering and maintaining supplies of goods and equipment.
6. Participate in the collection and recording of statistics and preparation of reports as required.
7. Provide administrative support including the preparation of agendas, organising and scheduling meetings and other appointments, minute and note taking and preparation of correspondence
8. 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 and related training.
9. 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 will work under the general supervision and direction of the Discipline Lead – Statewide Audiology Service,

The occupant will:

- Provide administrative support for the multidisciplinary team through efficient and effective. Office management, reception duties and administrative tasks
- Respond to enquiries from patients, the public and other service providers by telephone, email, face and in person
- Exercise initiative, judgement, sensitivity, and discretion in undertaking all tasks
- Work autonomously with appropriate support and guidance and apply a degree of independent judgment to support the administrative daily activities of the Service.
- 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:
 - 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. Well-developed interpersonal skills and the ability to participate effectively in a team including during pressured circumstances. Ability to effectively communicate, negotiate and liaise with a wide range of people in a sensitive and confidential manner, in both government and non-government sectors.
2. Knowledge of communication issues faced by hearing impaired clients and the demonstrated ability to communicate effectively and empathetically with hearing impaired clients and their parents/carers.
3. Knowledge of and experience in sound office management practices along with a high standard of administrative and clerical skills, together with highly developed computer skills including competency in the use of diary management tools, word processing tools, spreadsheets, database packages and computerised financial management information systems.
4. Proven ability to exercise initiative and judgement relating to working in a professional statutory environment. Ability to troubleshoot and investigate issues and anomalies and proactively contribute to resolution and improvement of activities.
5. Proven ability to be flexible and adaptable and demonstrate being able to work in an environment subject to competing priorities and change.
6. Ability to work effectively both independently and as a member of a team within in a multidisciplinary team that are based both onsite and offsite in regional locations.

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](#).