

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing - Statewide Mental Health Services
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South
Reports to:	Relevant Manager
Effective Date:	August 2020
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:

As part of a multidisciplinary team delivering high quality mental health services in accordance with the Mental Health Services Strategic Plan, Mental Health Service principles, National Mental Health Standards, Agency policy, legal requirements and relevant professional competencies, the Administrative Assistant:

- Provides day to day administrative support to the designated Mental Health Service Team.
- Contributes towards optimal administrative and business support processes at the local level.

Duties:

1. Provide face to face and telephone reception service for Mental Health Service clients.
2. Ensure sensitive and confidential handling of all enquiries and that information is provided to the correct clinician in a timely manner.
3. Undertake general administrative and clerical duties as required by senior staff and other clinicians within the Team.

4. Liaise with a variety of personnel, including staff, clients and outside organisations.
5. Input, retrieve and update information and produce reports utilising a variety of computer software packages.
6. Undertake cashiering, banking and relevant duties including handling of petty cash and coding of accounts as required.
7. Provide an efficient and accurate keyboard service for staff using dictation and minute taking equipment when required.
8. Process clinical correspondence involving psychiatric and medical terminology.
9. Organise and schedule meetings and other appointments as required, including preparing agendas and minutes and attending to any administrative matters arising from such meetings.
10. Monitor and maintain filing systems, office supplies and equipment, and organise equipment maintenance and repairs as required.
11. 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.
12. 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 direction and supervision of the relevant Manager, the Administrative Assistant provides an efficient reception and administrative service to support the effective day to day operation of the Unit. In doing so, the occupant will:

- Maintain the security of the office, including the confidentiality of client records.
- Liaise with other staff within Mental Health Services South.
- Exercise initiative and judgement within established guidelines.
- 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:
 - 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 exercise initiative, judgement and confidentiality to work effectively both individually and as a member of a multidisciplinary team within an environment subject work pressure and change.
2. Knowledge and experience of office administration practices including competent keyboard skills and the ability to undertake administrative duties using office automation systems within a Microsoft Office environment.
3. General knowledge of financial administration processes within the public sector.
4. Sound interpersonal and communication skills, including the ability to perform reception duties in a courteous and discreet manner and liaise confidently with a wide range of internal and external clients, clinical personnel and other staff.
5. Knowledge of other relevant Government Agencies and non-Government organisations or the ability to quickly gain such 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](#).