

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Program Support Officer
<b>Position Number:</b>	517258
<b>Classification:</b>	General Stream Band 4
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Policy Purchasing Performance and Reform - Health Planning
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	North
<b>Reports to:</b>	Service Innovation Manager - General Practice and Primary Care
<b>Effective Date:</b>	November 2022
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	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 a member of the Palliative and End of Life Care Service Development Team, promote the improvement of health service delivery and patient care through analysis of issues, liaison with key stakeholders and supporting program development, implementation, and evaluation.

Provide high level administrative/program support, assist with processes, and provide general information to key stakeholders.

## Duties:

1. Undertake and conduct research, investigation, and analysis, either individually or in conjunction with senior staff, on issues concerning service improvement programs, project and service design initiatives to support informed decision making, planning and approaches to operational matters.
2. Provide high-level secretarial support to senior staff in relation to activities and initiatives including the preparation of correspondence, reports and/or briefing notes on issues relating to palliative care service development and improvement in accordance with policy and governance requirements.

3. Develop, establish, and maintain clear communication and consultation with team members and key stakeholders ensuring prompt advice, guidance, and support on both routine and complex issues associated with the initiation, coordination, implementation, reporting and monitoring of programs and projects.
4. Undertake follow-up actions as required while promoting a professional image of Palliative and End of Life Care Service Development Team.
5. Actively facilitate, disseminate, and monitor efficient and effective flow of quality information and documentation including actioning strategies and systems as appropriate to ensure effective information management, compliance and conformity with processes, relevant regulations and other guideline material
6. Participate in and contribute to the work of the team including the development of policies and procedures to build the evidence base for enhanced service development models and quality improvement programs.
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:

The Program Support Officer is expected to exercise considerable initiative, a high level of judgement and discretion and be able to work autonomously on a day-to-day basis. General direction and supervision is provided by the Service Innovation Manager, GP and Primary Care and other senior staff within the team.

The occupant:

- Ensures that all work carried out is thorough, well researched, accurate and timely.
- Follows Departmental policies and Unit guidelines in communicating with internal and external stakeholders and disseminating information.
- Supports senior staff in the management of staff resources.
- Where applicable, exercises 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.
- Complies at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- Actively participates in and contributes 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. Demonstrated experience in providing support to the development and implementation of projects, quality improvement and service design programs.
2. Understanding of the political, social, and organisational issues that may impact on health service delivery.
3. Understanding of and/or experience in planning, developing, implementing, evaluating, and reporting on health service programs or projects.
4. Demonstrated oral and written communication skills including the ability to communicate accurately, clearly and succinctly both verbally and in writing, undertake presentations and facilitate the transfer of knowledge to stakeholders.
5. Demonstrated ability to work independently, in partnership and as part of a team to achieve outcomes.

## 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](#).