

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administration Officer
Position Number:	Generic
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North West North West Regional Hospital and Mersey Community Hospital
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	North West
Reports to:	Relevant Manager
Effective Date:	November 2012
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 and maintain a high-level administrative and clerical support service to the Nursing Director of the relevant service and other department managers including the management of clinical, financial and administrative information and correspondence, which is often confidential and highly sensitive in nature.

Contribute to the Administration team for the service to ensure sustainable administration support is available at all times.

Duties:

1. Manage and coordinate an effective and efficient administrative and clerical support service to the Nursing Director of the relevant service and other department managers.
2. Provide direct support to the Nursing Director of the relevant service through minute/note taking, preparation of correspondence, organisation and scheduling of meetings and other appointments as well as providing a customer focused reception/telephone screening service.
3. Aid in creating and maintaining clinical rosters for the Service, liaising with various medical staff and hospital departments to ensure information integrity.
4. Compile, maintain and provide statistics, reports, administrative documents relevant to relevant Services as well as research/compile background information for ministerial.
5. Facilitate and provide support as required for accreditation purposes.
6. Maintain an efficient and effective records management system using patient information systems.
7. 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.
8. 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:

- Responsible to the Nursing Director of the relevant service for the effective and efficient provision of administrative support including project management support.
- Operates within a broad range of conditions under general supervision and general direction from the Nursing Director of the relevant service. The occupant is expected to exercise a high level of initiative, discretion and judgment in the performance of tasks.
- 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. Demonstrated experience in undertaking high level administrative and clerical duties with the ability to prioritise workloads, exercise initiative and flexibility, interpret and analyse information and work both independently and as a member of a team in an environment subject to change, work pressures and deadlines.
2. High level oral and written communication and interpersonal skills with the ability to negotiate and liaise with a wide range of internal and external stakeholders in a sensitive and confidential manner.
3. Demonstrated high level skills in word processing, development and maintenance of spreadsheets, and creation and management of statistical documents, graphs, and databases. Knowledge and application of skills in the use of mainframe information systems
4. An understanding of project management and the capacity to work in supporting project objectives.
5. A proven capacity for self-motivation and integrity together with a highly developed ability to prioritise and problem solve.

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](#).