

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Administrative Assistant
<b>Position Number:</b>	502578
<b>Classification:</b>	General Stream Band 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals North/North West – Primary Health Services
<b>Position Type:</b>	Permanent, Full Time/Part Time
<b>Location:</b>	North West
<b>Reports to:</b>	Nurse Unit Manager – Mersey Level Community Health Nursing and Home Care Services.
<b>Effective Date:</b>	November 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Position Features:</b>	Based at the Devonport Community and Health Services Centre.

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:

In accordance with primary health care principles, policies and legislative requirements, in a multi-skilled and dynamic environment, provide a broad range of administrative, reception and clerical support to the Nurse Unit Manager and staff of Mersey-Leven Community Health Nursing and Home Care Services at the Devonport Community and Health Services Centre.

## Duties:

1. Undertake general administrative and clerical duties including the collection and distribution of incoming and outgoing mail; photocopying, collating and distributing documents and correspondence; filing, faxing, emailing, scanning; and maintaining electronic records and information systems for the efficient operation of the Service.

2. Provide an efficient and effective reception service to support and maintain the efficient flow of information between Mersey-Leven Community Health Nursing and Home Care Services and other health and community organisations.
3. Provide an efficient and effective telephone screening service as necessary ensuring confidential handling of enquiries and routine matters as required, as well as ensuring that urgent enquiries and emerging issues are brought to the attention of the Nurse Unit Manager (NUM) or Clinical Nurse Consultant (CNC) in a timely manner.
4. Receive and respond to all referrals, directing clients to other agencies when appropriate, and ensuring confidential handling of enquiries and routine matters.
5. Accurately record and update information to ensure the effective maintenance of databases, systems and spreadsheets to support operational business activities and reporting.
6. Maintain effective electronic and paper-based filing systems including archiving.
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 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:

Under the direction of the Nurse Unit Manager and/or Clinical Nurse Consultant the Administrative Assistant is responsible for:

- Providing efficient and effective administrative and clerical support services to management, staff and clients.
- Exercising discretion, judgement, and attention to detail in the performance of administrative tasks to support the efficient flow of information both to and from Mersey – Level Community Health Nursing and Home Care Services.
- Maintaining confidentiality at all times.
- Promoting a positive image 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. Sound knowledge of office administration and reception principles and the capacity to effectively and efficiently provide support to assist with the day-to-day operations in an office environment.
2. Well-developed oral, written and interpersonal communication skills and ability to work effectively as part of a team, including the ability to effectively liaise with a broad range of stakeholders including but not limited to staff, clients, health professional and the general public.
3. Demonstrated ability to utilise computer-based equipment, and the Microsoft Office suite of applications with knowledge and experience in health information systems, or the ability to quickly acquire this knowledge.
4. Ability to ensure data integrity through demonstrated attention to detail and quality data input.
5. Demonstrated ability in setting work priorities to undertake a diverse and at times demanding workload, together with the ability to exercise initiative, judgement, and discretion with the capacity to work with minimal supervision and handle a number of complex tasks concurrently.

## 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](#).