

Statement of Duties

Position Title: Administrative Officer	Position Number: 522961, 523538, 517371	Effective Date: October 2017
Group: Community, Mental Health and Wellbeing		
Section: Child Health and Parenting Services	Location: South, North, North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 3	Classification: General Stream	
Reports To: Operations Manager		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Provide a high level of administrative and clerical support within Child Health and Parenting Services (CHaPS).

Duties:

1. Assist with the supervision and coordination of CHaPS human, physical and financial activities.
2. Provide comprehensive reception, clerical and computer based administrative support within CHaPS, including acting as minute secretary for meetings as required.
3. Liaise with clients and staff, including dealing with more complex enquiries in person, by phone and in writing.
4. Assist with the administrative/clerical tasks associated with Departmental assets including buildings, equipment and vehicles.
5. Complete training to act as a fire warden if required and organise emergency procedures within a designated area as the need arises.
6. Undertake Right to Information and other document reproduction as required.
7. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
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.

Scope of Work Performed:

- General direction and supervision is provided by the Operations Manager.
- Responsible for efficient and effective supervision of administration staff within the designated area.
- Responsible for the provision of administrative support in a timely and efficient manner.
- The team member is expected to maintain client and staff confidentiality in accordance with the *Personal Information Protection Act 2004*.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

- Current Tasmanian Working with Children Registration.
- 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.

Desirable Requirements:

- Current Drivers Licence.

Selection Criteria:

1. Ability to undertake supervisory duties and support administrative staff to ensure efficient administrative support for CHaPS.
2. Highly developed computer skills, including proficiency in word processing, data processing, databases, spreadsheets and information retrieval utilising a range of computer software programs.
3. Demonstrated high level administrative skills including the ability to provide confidential, high quality receptionist and administrative support.
4. Well-developed interpersonal and communication skills with demonstrated ability in exercising initiative, judgment and discretion.

5. Demonstrated ability to work either individually or as a member of a team in an environment subject to work pressures and change.
6. Demonstrated ability to prioritise workload, and to work for periods of time without supervision.

Working Environment:

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.