

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administration Assistant
Position Number:	515948
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South - Integrated Operations Centre
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Assistant Director of Nursing - RHH Integrated Operations Centre
Effective Date:	July 2022
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:

In accordance with established policies, guidelines, systems and processes, the Administration Assistant will:

- Provide high level secretarial and administrative support to the Assistant Director of Nursing (ADON) - RHH Integrated Operations Centre (IOC).
- Ensure the efficient handling and flow of information and correspondence, supporting the day to day running of the IOC.

Duties:

1. Perform high-level administrative duties to support the preparation of correspondence, reports and other business documents for the IOC.
2. Participate in the development of management systems, databases and reports that will aid the efficiency and effectiveness of the IOC.

3. Participate in the collection and recording of statistics and the preparation of reports and other information relating to the overall business-related performance of the IOC.
4. Collate and coordinate background notes, briefings and other information for the management team who directly report to the ADON - RHH IOC.
5. Participate in the management of existing administrative support systems.
6. Promote a commitment to high quality customer service principles, practice and attributes.
7. Provide quality face-to-face and telephone reception services, ensuring sensitive and confidential handling of enquires.
8. Assist in the day-to-day problem solving and allocation of administrative resources to meet the IOC operational requirements.
9. 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 Administration Assistant works autonomously according to established guidelines and under the direction of the ADON - RHH IOC, the occupant will:

- Provide efficient and effective high level administrative support for the IOC.
- Assign and prioritise administrative tasks and monitor the quality of work performed within the IOC stream administration duties.
- Demonstrate initiative, sensitivity and discretion in the delivery of duties.
- Exercise reasonable care in the performance of duties consistent with the relevant Work Health and Safety legislation and for providing labour in an efficient and safe manner.
- 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.
- 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.

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 undertake high-level administrative duties including efficient operation of keyboard and word processing equipment, office automation systems and possess an understanding of medical terminology.
2. Knowledge of multiple software systems and high-level computer skills including the ability to undertake research of statistical data, recording and maintenance of database information systems and report production.
3. High-level interpersonal, organisational and communication skills and the ability to participate effectively in a team environment subject to work pressures and change.
4. Sound knowledge and experience of office management practice and the demonstrated ability to prioritise workload, comply with established timeframes and have the capacity to deal with several tasks concurrently.
5. Demonstrated knowledge of current Work Health and Safety legislation and codes of practice or the ability to quickly acquire this 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 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](#).