

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Executive Support Officer
Position Number:	524835
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Ambulance Tasmania - Operational Support Services
Position Type:	Permanent, Full Time/Part Time
Location:	South, North, North West
Reports to:	Manager - Community First Responders and Volunteers
Effective Date:	July 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Position Features:	Some intrastate travel may be required

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:

Provision of high-level executive support to the Manager - Community First Responders and Volunteers (Manager) including administrative, operational and quality improvement support. This position will be the primary point of contact and representative for the Manager, and the incumbent is expected to demonstrate a high degree of initiative and maintain a high level of confidentiality. This will include functions relating to:

- Coordinating the efficient operation of the office of the Manager - Community First Responders and Volunteers, Ambulance Tasmania (AT).

Duties:

1. Provide high level administrative and executive support to the Manager, including the preparation of confidential documents such as Ministerial correspondence, briefings and reports.
2. Respond to general enquiries from AT staff and the general public and delegate tasks as required.
3. Provide Support to the Manager, including minute/note taking, preparation of correspondence and maintenance of a comprehensive diary of meetings.
4. Coordinate and provide secretarial assistance to committees as requested by the Manager, including compilation of agenda papers and minutes, and management of confidential information.
5. Coordinate the workflow, delegation and prioritisation of incoming correspondence to the Manager, including responding on behalf of the Manager.
6. Provide support to statewide Community First Responders and Volunteers Team Leaders with collation and administrative duties involved with Volunteers in Training and organising Volunteer Induction Programs.
7. Coordinate the administrative aspects of all volunteers across the state including the management of a statewide database of current volunteers and their location.
8. Arrange volunteer intra and interstate conferences and meetings.
9. Provide administrative support and assistance with the coordination of ongoing volunteer projects.
10. Provide a sensitive and confidential reception service and deal with client enquiries on volunteers, volunteering, and other routine matters as required.
11. Undertake general clerical and organisational duties associated with the day-to-day operation of the office including, maintaining effective communication system to ensure the timely flow of information to and from the Department of Health (DoH) and AT Business Units and coordinating and disseminating incoming and outgoing files and papers which may be associated with Ministerial and question time briefs as required.
12. Collate high level statistical and business reports that accurately represent the educational and human resource performance standards of Community First Responders and Volunteers and maintain databases and spreadsheets to assist with reporting processes.
13. Support research and analysis tasks for business case preparation including the provision of accurate information and the preparation of documents to support relevant projects of appropriate complexity for this classification.
14. Develop, maintain and monitor effective communication systems including ensuring the timely flow of information to and from the office of the Community First Responders and Volunteers between various AT and DoH business units.
15. 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 Executive Support Officer works under limited supervision from the Manager and may receive direction on priorities, deadlines and the structure of the work. The occupant will:

- Be required to display initiative, flexibility, creativity, judgement and interpretive skills in carrying out the duties of the position.
- Be responsible for the provision of a broad range of high level administrative and educational support activities at a statewide level.
- Provide an efficient and effective secretarial administrative and clerical support service to Community First Responders and Volunteers.
- Promote good public relations with Departmental staff and clients and ensure the provision of advice and assistance as appropriate.
- Maintain confidentiality of information, filing systems and computerised databases.
- Participate in maintaining a supportive and positive workplace culture.
- Perform the duties allocated consistent with AT's organisational values and will promote, role model and support those values in the workplace.
- 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.
- Health Care Workers within Ambulance Tasmania are expected to comply with the *Ambulance Tasmania Clinical Staff Immunisation Policy*. This position is a designated Category B position.

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 contemporary office management practices and administrative skills.
2. Demonstrated organisational and self-management skills with the ability to meet concurrent deadlines with a high degree of accuracy within a busy office environment.
3. High level interpersonal, written and verbal communication skills to effectively liaise with Agency staff, other emergency organisations and clients in a sensitive and confidential manner.
4. Sound research skills with the ability to plan, analyse and interpret information, together with a demonstrated capacity to exercise initiative, judgement and discretion.
5. Well-developed computer skills and demonstrated experience in using internet/internet applications, word processing, PowerPoint, databases, spreadsheets and computer software packages with a high level of accuracy and independence.
6. Ability to work efficiently either individually or as a member of a team in an office environment.

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](#).