

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Officer - Acute Care Team (Triage)
Position Number:	Generic
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Statewide Mental Health Services Acute Care Stream
Position Type:	Permanent, Full Time
Location:	South, North, North West
Reports to:	Clinical Nurse Consultant/Allied Health - Triage MHS Acute Care Stream
Effective Date:	November 2021
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:

As part of an acute care multidisciplinary team delivering person centred, recovery orientated and trauma informed care to all consumers across the lifespan, in accordance with the National Standards for Mental Health Services, Agency policy, legal requirements and relevant professional competencies the Administrative Officer – Acute Care Team (Triage) is responsible for:

- Operating as the initial point of contact for the Triage related functions of a designated Acute Care Team.
- Providing day to day administrative support to Triage Officers and other clinicians undertaking a triage role with the State-wide Mental Health Services Acute Care Stream – Acute Care Team.
- Contributing towards optimal administrative and business support processes at the local level.

Duties:

1. Oversight the day to day administrative operations of all Triage resources within a designated Acute Care Team to optimise overall business processes and outcomes.
2. Operate as the initial point of contact with the service for all new referrals, sign-post related enquiries and crisis calls.
3. Ensure sensitive and confidential handling of all contacts and that information is provided to the correct staff member in a timely manner.
4. Provide high level administrative support and undertake clerical duties as required by senior staff specific to the triage function of the Acute Care Team.
5. Liaise with a variety of stakeholders, including staff, consumers and outside organisations.
6. Input, retrieve and update information and produce reports utilising a variety of computer software packages, for example iPatient Manager (iPM), Digital Medical Record (DMR) and Finance I.
7. Undertake cashiering and banking duties including petty cash and coding of accounts as required.
8. Process clinical correspondence involving psychiatric and medical terminology.
9. Assist with the training and orientation of new staff as required
10. Organise and schedule meetings and other appointments as required, including preparing agendas and minutes and attending to any administrative matters arising from such meetings.
11. Monitor and maintain filing systems, office supplies and equipment, and organise equipment maintenance and repairs as required.
12. 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 day to day direction and supervision of the Senior Triage Officer (ie Clinical Nurse Consultant/Allied Health - Triage MHS Acute Care Stream) within a designated region, the Administrative Officer - Acute Care Team (Triage) provides day to day administrative support to the triage function within the Acute Care Team including operating as the initial point of contact with the service. In doing so, the occupant will:

- Maintain the security of the office, including the confidentiality of consumer records.
- Liaise with other staff within Statewide Mental Health Services as required.
- Exercise initiative and judgement within established guidelines.
- 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 work genuinely and collaboratively with people with lived experience and their families and friends, including working confidently and effectively both individually and as a member of a multi-disciplinary team within an environment subject to high work pressures and change.
2. Highly developed interpersonal, communication and organisational skills, including a proven ability to undertake duties in a professional manner and with a high level of discretion, together with the ability to effectively liaise with internal and external stakeholders, while maintaining a high level of stakeholder satisfaction in often complex situations.
3. Knowledge and experience of office administration practices including competent keyboard skills and the ability to undertake administrative duties using office automation systems within a Microsoft Office environment and general knowledge of financial administration processes within the public sector.
4. Ability to assist with the training and guidance of less experienced administrative staff, and the orientation of new employees, including delegating administrative duties to ensure the development of team members.
5. Ability to interpret and analyse all relevant information and recommend or decide on an appropriate course of action within established guidelines and practices.
6. Understanding of administrative processes associated with the management of clinics, admissions and discharges, including medical terminology 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](#).