**COVID-19**

**ROLE STATEMENT**

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| **Role Title:** | Administration Officer/ Project Officer – Various Opportunities |
| **Classification Code:** | ASO2 |
| **LHN/DHW:** | Department for Health and Wellbeing |
| **Division:** | Various |
| **Department/Section/Unit:** | Various |
| **Role reports to:** | Business Manager |
| **Role Created/ Reviewed Date:** | September 2021 |
| **Criminal and Relevant History Screening:** | Working With Children’s Check (WWCC) (DHS)  Aged (NPC)  Vulnerable (NPC)  General Probity (NPC) |
| **Immunisation Risk Category Requirements:** | Category A (direct contact with blood or body substances)  Category B (indirect contact with blood or body substances)  Category C (minimal patient contact) |
| **Direct Reports** | NIL |
| **Delegations** | NIL |

**ROLE PURPOSE:**

The position of Administration Officer/ Project Officer reports to the Business Manager and is responsible for the provision of administrative support and quality customer service to a range of business units within the Department for Health and Wellbeing located at a variety of locations state-wide. The Administration Officer/ Project Officer is part of a multi-disciplinary team that provides a wide range of quality services and responsible for delivering customer service in a professional, flexible and timely manner to achieve high quality customer focused outcomes.

**KEY RELATIONSHIPS/INTERACTIONS:**

Internal

* Reports to the Business Manager;
* Works collaboratively with Divisional Administration Officers, Business and Service Support, and external providers as required.

External

* Members of public, Local Health Network staff, SA health employees, local, State and Commonwealth Government agencies, contractor and external stakeholders.

**CHALLENGES ASSOCIATED WITH THE ROLE:**

Major challenges currently associated with the role include:

* Be familiar with all aspects of administrative duties required;
* Prioritising of work and time management due to demands of the work environment;
* Effectively liaising with difficult clients and sensitive issues;
* Supporting staff across multiple sites;
* Handling confidential and sensitive situations with tact and empathy;
* Using initiative and judgement when dealing with a broad range of clients.

**SPECIAL CONDITIONS:**

* May be required to participate in an after-hours on-call roster/some out-of-hours work.
* Intrastate/interstate travel may be required.
* Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

**KEY RESULT AREAS AND RESPONSIBLITIES**

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| **Key Result Areas** | **Major Responsibilities** |
| Customer Service | * Enquires directed to appropriate staff and staff movement monitored; * Effective communication with staff across the region and with internal and external customer and stakeholders; * Actively demonstrate high level customer service principles; * Positive working relationships built and liaison with staff and external service providers. |
| Administrative tasks | * Timely and accurate processing of day to day administrative activities and including office support services as required; * Managing and disseminating resources; * Working co-operatively with other administrative staff to provide support services for core functions of the program to ensure that timely and efficient administrative assistance is available; * Property and requirement managed, including maintenance and replacements; * Assistance in arrangement meetings, preparation of agendas, distribution of reference material and accurate recording and distribution of minutes; * Assistance and support provided in the training of other administrative staff as required; * Correspondence monitored including mail and accurate records maintained assisting staff to meet required deadlines. |
| Workplace Relations | * Participating in relevant training and development activities; * Participating in relevant decision-making processes, especially with regard to the administrative support services, policies and procedures; and * Participating in the attainment and maintenance of a work ethos that focuses on the achievement of identified program/service outcomes. |
| Innovative and Efficient: | * Contribute to the provision of innovative and efficient approaches to the Department for Health and Wellbeing service development and delivery by: * Undertaking relevant continuous improvement activities; and * Maintaining effective links and relationships with internal stakeholders and external organisations, as required. |
| Corporate Compliance | * Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident. * Contribute to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements. |

**KEY SELECTION CRITERIA:**

* Ability to organise own workload and set priorities.
* Ability to use initiative, be self-motivated, and use problem-solving skills.
* Ability to work independently under limited supervision and in a team environment.
* Ability to maintain clear and accurate records.
* Ability to be flexible and move between tasks efficiently.
* Respect for, and understanding of, confidentiality and privacy provisions.
* Ability to communicate effectively both verbally and in writing with a diverse range of people.
* Experience in the use of databases and data entry.
* Experience in the using of Microsoft packages including Word, Excel, and Powerpoint, as well as use of computer software to produce high quality documents and presentation materials.
* Experience in dealing with the public and assessing confidential information received.
* Experience in record management systems.
* Experience with the use of Excel, including using formulas and pivot tables.
* Knowledge of government administrative procedures.

**INCUMBENT ROLE ACCEPTANCE**

Employees are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements (refer to Induction and Orientation intranet page).

I have read and understood the responsibilities associated with role as outlined within this document.

**Name: Signature:** **Date:**

**Manager Name: ………………… Role Title:**

**Signature: Date:**

**Version control and change history**

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| **Version** | **Date from** | **Date to** | **Amendment** |
| V1 | 30/08/2021 |  | Original version. |