

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Administrative Assistant
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals and Primary Care – Allied Health Services
<b>Position Type:</b>	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
<b>Location:</b>	South
<b>Reports to:</b>	Relevant Manager
<b>Effective Date:</b>	July 2015
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Essential Requirements:</b>	Registration to Work with Vulnerable People  *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 if a registration/licence is revoked, cancelled or has its conditions altered.
<b>Desirable Requirements:</b>	Current Driver's Licence

*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:

The Administrative Assistant provides an efficient and effective administrative and clerical service including:

- A customer focused information and reception service ensuring prompt, sensitive and confidential handling of client enquiries, scheduling appointments and room bookings.
- Data entry, word processing and records management.

## Duties:

1. Provide administrative and clerical support which includes but is not limited to:
  - Frontline reception services including handling telephone and face-to-face enquiries.
  - Data entry, word processing and records management.
  - Distribution of inward and outward correspondence.
2. Prepare routine correspondence and service related activity reports.
3. Undertake a liaison role in support of the day to day operations of the Unit.
4. Assist the Manager in general day to day operational related administration tasks which includes ensuring requests are responded to within required timeframes.
5. Perform clerical duties associated with the maintenance of patient records.
6. Undertake a liaison role with a wide range of Agency staff and external health service providers and community support organisations.
7. Act as a contact point for general enquiries from the public regarding services provided by the Unit.
8. Requisition goods and services as directed by the Manager, in accordance with departmental purchasing procedures.
9. Generate and process billing and receipting of money as requested.
10. Distribute workload statistics and schedules as required.
11. 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.
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 direction of the relevant Manager, the Administrative Assistant is responsible for the timely and accurate completion of administrative support tasks and the integrity of data across patient medical records, health service systems and databases. In doing so, the incumbent will:

- Exercise discretion and initiative in the performance of all allocated duties.
- Maintain patient confidentiality at all times.
- Effectively liaise with and support all users of the health service including external service providers, clients and the general public.
- Perform the role in accordance with established standards, systems, processes, guidelines and policies.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and

expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- 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.

## 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. Demonstrated experience in a reception and administrative role together with well-developed skills in office management and patient information related systems and demonstrated competence in billing procedures and receipting of money for goods and services.
2. Demonstrated ability to effectively work without supervision both individually and as a team member within an environment subject to work load pressures and change.
3. Strong organisation and follow up skills, together with the capacity to be adaptable and flexible and to monitor and prioritise work in order to meet deadlines.
4. Effective communication and interpersonal skills, including a demonstrated capability to cooperate and work well within a small team of health care providers and to show consideration and respect for the cultural diversity that exists within the community.
5. An understanding of and ability to contribute to quality improvement activities as they relate to the provision of an administrative and reception support service.

## 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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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 | Tasmanian Department of Health](#).