

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Operations Support Officer, Communications Centre
Position Number:	510550
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing – Ambulance Tasmania
Position Type:	Permanent, Full Time
Location:	South
Reports to:	Director - Communications Centre
Effective Date:	December 2019
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements	Current Driver License

Note: 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:

Provide high-level administrative, tasks and roster support for the Communications Centre, in accordance with established guidelines, systems and processes.

Duties:

1. Provide high-level administrative and business support to Communications Centre, including the management of clinical/financial and administrative information and correspondence, ensuring sensitive and confidential handling of all documentation.
2. Manage the flow of correspondence in and out of the Communications Centre, including tracking, preparation and dissemination of internal, Departmental and Ministerial documentation.
3. Coordinate and provide administrative support to Communications Centre committees, including the organisation of meetings, development of agendas, taking of minutes and follow-up of actions.

4. Undertake accurate, efficient and effective processing of administrative transactions associated with payroll requirements, in accordance with policies, procedures and Ambulance Tasmania award.
5. Undertake a range of processing activities associated with personnel management, including leave applications and other human resource-related issues.
6. Provide support to enable the production and release of Communications Centre rosters, and the day-to-day management of personnel movements. Update and maintain records and systems in order to meet the requirements of the operational area.
7. Work effectively and collaboratively within a team environment and proactively contribute to the provision of high-quality, timely and well-coordinated operational services.
8. 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.
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 position is responsible for providing high-level administrative and operational support to Communications Centre. This position is responsible and reports to the Director - Communications Centre.

The occupant:

- Operates in accordance with relevant Ambulance Tasmania and Department of Health policies and procedures.
- Is expected to exercise initiative and judgement in carrying out day-to-day duties, demonstrate a high level of confidentiality, and contribute to and maintain a supportive and positive workplace culture.
- Is responsible for ensuring that all work undertaken is thorough, well research, accurate and timely.
- Champions 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, exercises 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.
- Complies at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.
- 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. Demonstrated experience in undertaking a broad range of high-level administrative duties.
2. Demonstrated ability to organise, set priorities, meet deadlines and deal with a number of tasks concurrently within a demanding operational environment.
3. Well-developed computer skills and demonstrated experience in using a range of software applications, information and finance systems, and payroll processes.
4. Well-developed communication and interpersonal skills, including the ability to effectively work as a member of a team, within an environment which is subject to competing priorities and change.
5. Knowledge and understanding of payroll processes and finance systems 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 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](#).