

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Executive Support Officer
<b>Position Number:</b>	527984
<b>Classification:</b>	General Stream Band 4
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Community, Mental Health and Wellbeing – Statewide Mental Health Services Older Persons Mental Health Services (OPMHS)
<b>Position Type:</b>	Permanent, Full Time
<b>Location:</b>	South
<b>Reports to:</b>	Statewide Speciality Director or Group Director - OPMHS
<b>Effective Date:</b>	April 2023
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<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:

Support the efficient operation of the Statewide Older Persons Mental Health Services (OPMHS) Executive Office.

Provide efficient and confidential support to the Statewide Specialty Director or Group Director OPMHS, which includes high-level of executive, administrative and secretarial support encompassing the preparation, coordination and management of confidential documentation and managing competing priorities.

Coordinate the preparation of highly complex documents including Ministerial, Question Time Briefs, background information and regional information and regional and executive reports relevant to the activities of the Statewide Specialty Director or Group Director OPMHS.

Develop appropriate systems and protocols to ensure efficient information management to and from the Statewide Specialty Director or Group Director OPMHS, and to the other members of the Statewide Mental Health Services and internal and external stakeholders.

Maintain executive support and confidential records and liaise with a range of internal and external stakeholders, ensuring that communication from the Statewide Specialty Director or Group Director OPMHS office is provided in a professional, sensitive and appropriate manner.

## Duties:

1. Provide high-level executive, secretarial and administrative support including preparation and or coordination of confidential and complex documents such as Ministerial correspondence, Question Time and other Briefings, Submissions and Reports, and the maintenance of an effective tracking system.
2. Liaise at various levels with internal and external stakeholders, including the Office of the Deputy Secretary Community Mental Health and Wellbeing, Office of the Secretary, and Statewide Mental Health Services Executive on both routine and complex issues affecting the service and undertake the follow-up actions as required while promoting a professional image of the OPMHS Executive Office.
3. Research, coordinate, interpret, analyse and prepare a range of information, documentation and findings for use at the executive level.
4. Provide direct support to the Statewide Specialty Director or Group Director - OPMHS including management of electronic diaries, minute taking, preparation of correspondence, organisation and scheduling of meetings/appointments and where applicable, responding to Statewide Specialty Director or Group Director - OPMHS emails.
5. Provide secretarial support to senior management and executive level meetings involving internal and external stakeholders.
6. Develop secretarial and administrative systems and protocols to ensure effective information management to and from the OPMHS Executive Office, OPMHS and the broader SMHS group as required.
7. Provide advice and guidance to less experienced administration staff to ensure secretarial and administrative systems and processes specific to the OPMHS Executive Office are applied and followed appropriately.
8. Provide a high-level, sensitive and confidential reception service.
9. 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.
10. 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 is required to operate with general direction and supervision, and with reference to established protocols and procedures requiring initiative and the use of judgement, sensitivity and discretion.

The Executive Support Officer is responsible for:

- Exercising initiative, judgement, sensitivity and discretion in undertaking all tasks.
- The efficient day to day support to the Statewide Specialty Director or Group Director - OPMHS.
- Providing an efficient secretarial and reception service.
- The coordination and research of a range of information including Ministerial, Question Time and other background briefings to the activities of the service.

- Planning the effective schedule of appointments for the Statewide Specialty Director or Group Director - OPMHS.
- 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. Proven experience and understanding of the provision of high-level executive support in a demanding and complex environment.
2. Proven skills and experience in project work, including analytical, organisational and investigative and research skills, together with the ability to think critically, laterally, solve problems and make appropriate decisions within a complex multidisciplinary work environment.
2. Demonstrated ability to exercise initiative, judgement, sensitivity and discretion including interpreting and analysing information and making appropriate decisions within a complex multidisciplinary work environment.
3. High-level interpersonal, written and verbal communication skills, with the proven ability to negotiate and liaise effectively with a wide range of clients and other stakeholders in a sensitive and confidential manner.
4. Demonstrated high-level secretarial and organisational skills including the efficient use of keyboard and contemporary office administration, software packages and a proven capacity to work effectively under pressure in undertaking a wide range of administrative tasks.

## 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](#).