

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Executive Assistant
Position Number:	507714, 527109
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals North/North West - Launceston General Hospital Department of Medicine
Position Type:	Permanent/Fixed-Term, Full Time
Location:	North
Reports to:	Nursing Director - Critical and Acute Inpatient Services
Effective Date:	February 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Qualifications recognised at Certificate III or IV in Administration and/or Business; or equivalent

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:

- Maintain the efficient operation of the office of the Nursing Director - Critical and Acute Inpatient Services. This includes the provision of administrative, clerical, reception, and secretarial support.
- As a team member of the office of the Department of Medicine, actively support the delivery of a comprehensive range of administrative and operational service functions which facilitate the efficient operation of the office.

Duties:

1. Provide direct administrative, clerical, reception, and secretarial support to the Nursing Director - Critical and Acute Inpatient Services, including the preparation of highly confidential documents, correspondence, submissions, and reports.

2. Coordinate and assist in the production of complex documentation, undertaking research for Ministerial and Question Time Briefs, preparing background notes and other necessary information regarding matters relating to the activities of the office of the Department of Medicine.
3. Schedule meetings, videoconferences, and other appointments, including the compilation of agenda papers and minute/note taking.
4. Participate in the development of information management systems, databases and reports that will aid the efficiency and effectiveness of the Department of Medicine.
5. Assist with the development, maintenance, and monitoring of effective communication systems, including the timely flow of information to and from the Department of Medicine, to both internal and external customers of the Launceston General Hospital.
6. Liaise effectively with staff, management, clients, and other stakeholders, to assist in the smooth day-to-day operations of the Unit.
7. Maintain filing systems and other relevant databases for the Unit, and ensure information is stored appropriately in accordance with Departmental policies and procedures and correct any data/administrative anomalies that may be identified.
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:

Within the context of an executive, client focused, team based working environment, the Executive Assistant is responsible to the Nursing Director - Critical and Acute Inpatient Services for the effective and efficient provision of administrative functions, ensuring all work undertaken is thorough, well researched, accurate and timely.

The work being performed involves highly confidential matters and requires the need for quality liaison services between the Department of Medicine business units and other Departments across the Agency.

The occupant will:

- Exercise initiative, flexibility, and judgement skills in carrying out the duties of the position, including utilising discretion and undertaking work independently on a day-to-day basis with reference to established policies and procedures.
- Be responsible for providing a range of efficient and effective administrative and executive support services.
- At a broader level, the incumbent provides support to the Director - Department of Medicine and the Business Coordinator and is required to work flexibly and collaboratively as a team member in assisting other staff members during busy occasions and during periods of planned and unplanned leave.
- Coordinate and assist with the preparation of complex and confidential documentation, undertake research for Ministerial and Question Time Briefs and make background notes regarding matters relating to the activities of the office of the Department of Medicine.
- 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 knowledge and experience in office management practices, including the ability to undertake various administrative, clerical, reception, and secretarial support tasks. This includes the use of Microsoft Office applications, word processing, maintaining databases and spreadsheets, undertaking basic research tasks, preparing relevant correspondence and minute/note taking.
2. High level oral and written communication skills, together with the ability to effectively communicate, liaise, and maintain relationships with a range of staff, stakeholders, and clients, together with the ability to obtain cooperation and assistance from people within, and outside, the Agency.
3. Well-developed coordination skills, with the ability to exercise initiative, flexibility, sound judgment and discretion to effectively problem solve and interpret relevant information and recommend or decide on an appropriate course of action within established policies, guidelines, and practices.
4. Proven capacity to work under pressure in an environment subject to competing priorities, ambiguity, and change, with the demonstrated ability to undertake several tasks concurrently and meet deadlines.

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](#).