DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:** | Administrative Assistant - KIH&HC |
| **Position Number:** | 502405, 502425 |
| **Classification:** | General Stream Band 2 |
| **Award/Agreement:** | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Hospitals North/North West – Primary Health Services  King Island Hospital and Health Centre (KIH&HC) |
| **Position Type:** | Permanent/Casual, Full Time/Part Time/Casual |
| **Location:** | North West |
| **Reports to:** | Senior Administrative Officer |
| **Effective Date:** | March 2021 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Essential Requirements:** | Current Driver’s Licence  *\*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.* |

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:

Within a Primary Health Care framework and in accordance with Agency policies, provide efficient and effective administrative support to services within the King Island Hospital and Health Centre.

### Duties:

1. Provide an information assistance and reception service, ensuring prompt, sensitive and confidential handling of enquiries to clients presenting to the service and staff working within the service.
2. Provide an efficient and effective administrative support service, as directed including assisting with the Patient Travel Assistance Program enquiries, management of vehicle bookings, document preparation, processing requisitions for goods and services, undertaking routine processing of financial transactions, coordination of room bookings and management of incoming and outgoing mail.
3. Provide general administrative support to service managers.
4. Manage electronic databases including IPM, ensuring the correct admission, discharge and transfer procedures; and DMR scanning ensuring all client electronic records are complete and secure.
5. Produce relevant reports and statistical data relating to activities within the King Island Hospital and Health Centre as directed.
6. Maintain filing systems, in accordance with approved Policies and Guidelines.
7. Undertake administrative process including arranging details of stay with visiting service providers including room allocation, appointment allocation, management of waiting lists and client files.
8. Record and maintain spreadsheets for staff accommodation bookings, including check in and check out processes.
9. Transport visiting service providers to and from the airport when required.
10. Assist with collection and delivery of daily mail and pharmacy requirements.
11. Participate in and contribute to staff development and quality activities.
12. 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.
13. 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:

Direction and support will be provided by the Senior Administrative Officer, who will oversee the scope and standard work assigned to the Administrative Assistant.

The Administrative Assistant is responsible for:

* The timely and accurate completion of routine administration and clerical tasks.
* Maintaining confidentiality of information gained whilst undertaking this position.
* Maintaining good interpersonal relationships with staff, clients and public in the performance of duties.
* Exercising reasonable care in the performance of duties consistent with Work Health and Safety legislation and guidelines.
* 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:
   1. crimes of violence
   2. sex related offences
   3. serious drug offences
   4. crimes involving dishonesty
   5. Serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

### Selection Criteria:

1. Demonstrated knowledge and experience in administrative and clerical duties, including office organisation and procedures, document preparation, basic research, filing, reception, and financial procedures.
2. Well-developed oral and written communication and interpersonal skills with an ability to work effectively with other team members and members of the public.
3. Demonstrated organisational, decision making and time management skills.
4. Demonstrated experience in the use of a broad range of computer programs including Word processing, spreadsheets and databases.
5. An understanding of the purpose of and a willingness to participate in quality improvement and staff development activities.
6. An understanding of WH&S requirements, including the safe use of equipment and the ability to apply this in the work environment.

### 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](https://www.health.tas.gov.au/consumer-and-community-engagement-principles).