

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Support Officer - Patient Safety
Position Number:	Generic
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South, Hospitals North and Hospitals North West Quality and Patient Safety
Position Type:	Permanent, Full Time/Part Time
Location:	South, North, North West
Reports to:	Relevant Manager/Director
Effective Date:	March 2017
Check Type:	Annulled
Check Frequency:	Pre-employment
Desirable Requirements:	Current Driver's Licence Certificate III or IV in business administration or similar

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:

This position contributes to the successful positioning of the Patient Safety Service to provide high quality, accountable and measurable healthcare, both internally and externally, by:

- Providing a range of customer-focused support and information services related to the Patient Safety Service.
- Providing high level administrative support to the Stream Manager and staff assigned to the Patient Safety Service in relation to the role's duties.

Duties:

1. Provide high level administrative support to the relevant manager.
2. Support the feedback, complaints and commendations process whilst ensuring patient/client confidentiality is maintained at all times.
3. Provide direct support to the service through minute/note taking, preparation of correspondence, organisation and scheduling of meetings and other appointments and maintaining a comprehensive diary of appointments.
4. Research, compile and coordinate background notes, briefings and other management information as required by the Service, including the dissemination of requests for briefings.
5. Undertake project tasks as assigned by the relevant manager.
6. Collate, schedule and prepare minutes and agendas for designated meetings, including maintaining membership and meeting facilities.
7. Undertake data entry into patient safety content management databases and assist in the updating and regular maintenance of electronic documentation as required.
8. 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:

- Responsible to the relevant manager for the effective and efficient provision of administrative functions including project management support.
- Operate within a broad range of conditions under general supervision and general direction from the relevant manager. The occupant is expected to exercise a high level of initiative, discretion and judgment in the performance of tasks.
- Achieve work performance at peak performance without supervision and display initiative in prioritisation of executive responsibilities.
- 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.
- 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.

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 ability to exercise initiative, flexibility, sound judgement and discretion including the ability to interpret and analyse information and recommend or decide on appropriate action.
2. Demonstrated ability to research, analyse and collate information for specific projects.
3. Demonstrated capacity to plan, organise and set priorities, participate as a member of a team, and work effectively in an environment subject to work pressures and change
4. Well-developed interpersonal, written and verbal communication, and conflict resolution skills, including the ability to consult, negotiate and liaise with a wide range of internal and external clients in a sensitive and confidential manner.
5. Sound knowledge and experience of current management and administrative practices, and the utilisation of contemporary computer applications.

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 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](#).