

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Administrative Assistant – Emergency Department
Position Number:	527364
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South - Critical Care Clinical Support & Investigation Emergency Department
Position Type:	Permanent, Full Time/Part Time
Location:	South
Reports to:	Business Support Officer – Emergency Department
Effective Date:	July 2022
Check Type:	Annulled
Check Frequency:	Pre-employment

Primary Purpose:

As a member of a multidisciplinary team in a dynamic environment, the Administrative Assistant in the Emergency Department, provides a wide range of administrative services to the Emergency Department leadership team and internal and external stakeholders to support business activities, and projects.

Duties:

1. Provide secretarial / administrative support to the Director and Nurse Unit Manager Emergency Department, including the preparation and coordination of confidential documents, correspondence, background notes, briefings, submissions and reports as required.
2. Coordinate and maintain administrative support systems necessary for the efficient and effective operation of the Emergency Department.
3. Undertake and support a range of human resources administrative processes associated with recruitment processes, timesheets, unplanned leave and professional development requests.

4. Critically examine, evaluate, and take appropriate action on documents and information submitted to ensure relevance, completeness, and accuracy and follow through on issues in a timely manner. Develop and facilitate effective communication processes within the Emergency Department, liaising with both internal and external stakeholders.
5. Maintain electronic leave bookings for medical, nursing and ancillary staff and reconcile various payroll reports by critically examining, evaluating and taking appropriate action to ensure relevance, completeness and accuracy.
6. Provide effective rostering support by initiating action regarding appropriate staffing relief / allocation, identifying rostering shortfalls and update rostering systems to reflect rostering changes.
7. Participate in the development of information management systems, databases and reports that will aid the efficiency and effectiveness of the emergency Department.
8. Assist the Business Support Officer – Emergency Department in reviewing and evaluating administrative practices and standards, and in decision making regarding project activity matters.
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 Administrative Assistant works within a team environment and in accordance with established guidelines, systems and processes, with broad direction provided by the Business Support Officer, Director and Nurse Unit Manager of the Emergency Department. The occupant of this role is responsible for:

- Excising initiative, independent judgement and discretion in undertaking work on a day-to-day basis.
- Providing efficient and effective administration support to the Business Support Officer, Director and Nurse Unit Manager of the Emergency Department.
- 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 knowledge of and experience in contemporary office management practices, including well developed computer skills and experience with a range of computer programs.
2. Highly developed interpersonal and written communication skills, including the ability to undertake duties in a professional manner with an ability to negotiate and liaise and maintain relationships with internal and external stakeholders.
3. Demonstrated ability to work individually and as a member of a team, with a proven ability to work under pressure, in an environment of competing priorities, to meet identified timeframes.
4. Personal qualities such as initiative, flexibility, sound judgement, and discretion including the ability to interpret and analyse information and recommend or decide upon appropriate action.

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](#).