



TITLE	Administration Assistant	POSITION NO	615438
		CLASSIFICATION	HSO Level G3



The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to approximately half a million people, including 45,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle as many births as the State's major maternity hospital – and as many emergency presentations as Perth metropolitan hospitals combined. The range of health services provided cover population health, mental health, Aboriginal health and aged care.

Our dedicated and committed staff work hard to fulfil our purpose *Working together for a healthier country WA*, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

**OUR PURPOSE – What we are here to do**

WACHS improves country people's health and well-being through access to quality services and by supporting people to look after their own health.

**OUR STRATEGIC DIRECTIONS TO 2018**

1. Improving the experience of health care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

**OUR GUIDING PRINCIPLES**

Consumers first in all we do  
 Safe, high quality services and information at all times  
 Care closer to home where safe and viable.  
 Evidence based services  
 Partnerships and collaboration

**OUR VALUES**

**Community** – making a difference through teamwork, cooperation, a 'can do' attitude and country hospitality.

**Compassion** – listening and caring with empathy, respect, courtesy and kindness.

**Quality** – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

**Integrity** – accountability, honesty and professional, ethical conduct in all that we do.

**Justice** – valuing diversity, achieving health equality, cultural respect and a fair share for all.

WA Country Health Service – Central Office <b>28 May 2018</b> <b>REGISTERED</b>
--

<b>TITLE</b>	Administration Assistant	<b>POSITION NO</b>	615438
		<b>CLASSIFICATION</b>	HSO Level G3

**Section 4 – STATEMENT OF DUTIES**

<b>Details</b>	
1	Provide a confidential and administrative support service to the Emergency Telehealth Service (ETS)
2	Maintain confidential records, manuals, policy documents and filing systems, including organising general office systems to meet the needs of the ETS and in line with Government policy
3	Collect and distribute incoming and outgoing mail, including maintaining electronic mail boxes
4	Maintain and record patient data using relevant software packages
5	Organise and coordinate all meetings as required, including the preparation of agendas, recording and distribution of minutes
6	Assist with bookings for videoconferencing, travel arrangements, venues and vehicles for staff and visitors
7	Purchasing of stationery, IT equipment and other supplies using relevant purchasing software
8	Maintain ETS Asset Register
9	Lodge IT service calls on behalf of ETS and monitor and follow up accordingly
10	Identify and participate in quality improvement and accreditation programs
11	Liaise with the ETS Business Support Officer and other staff as required to ensure the efficiency of the ETS
12	Liaise with external service providers in relation to arranging building maintenance and services
13	Carry out reception duties and other administrative tasks as required
14	Undertake special projects as required
15	Other duties as directed

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.

<p>WA Country Health Service – Central Office  <b>28 May 2018</b>  <b>REGISTERED</b></p>
--

<b>TITLE</b>	<b>Administration Assistant</b>	<b>POSITION NO</b>	615438
		<b>CLASSIFICATION</b>	HSO Level G3

**Section 5 – SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated experience in providing administrative support within a team environment with the proven capacity to maintain strict confidentiality
2. Well-developed interpersonal and communication skills, both written and verbal, with the ability to liaise effectively with people at all levels
3. Well-developed planning, time management and organisational skills including the ability to work with minimal supervision, exercising discretion and using initiative
4. Demonstrated advanced word processing skills and experience in other relevant computer based systems
5. Demonstrated ability in minute taking and coordination of meetings including the distribution of agendas and other relevant resources
6. Ability to work effectively in a team environment and contribute to the identification and achievement of team goals

**DESIRABLE**

1. Previous administration experience within a health care environment
2. An understanding of, and commitment to legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health

**Section 6 – APPOINTMENT FACTORS**

<b>Location</b>		<b>Accommodation</b>	
<b>Allowances/ Appointment Conditions</b>	Appointment is subject to: <ul style="list-style-type: none"> <li>• Completion of a 100 point identification check</li> <li>• Successful Criminal Record Screening clearance</li> <li>• Successful Pre- Placement Health Screening clearance</li> </ul>		
<b>Specialised equipment operated</b>			

**Section 7 – CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Executive Services**

Signature and Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
**Chief Executive Officer**

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

<b>Name</b>	<b>Signature</b>	<b>Date Appointed</b>	<b>Date Signed</b>

