



North Metropolitan Health Service
Job Description Form

HSS Registered September 2018

Workforce Support Officer
Health Salaried Officers Agreement: HSO Level G5
Position Number: 008028
NMHS Workforce
North Metropolitan Health Service

Reporting Relationships

Executive Director Business and Performance
 Health Executive Level: Grade C - Corporate
 Position Number: 007998



Area Director Workforce
 Health Executive Level: Grade A - Corporate
 Position Number: 000782



This Position



← Also reporting to this supervisor:

- Director HR, HSO G12, 2.0 FTE
- Director IR, HSO G12, 1.0 FTE
- Director OSH, MP 1-9, 1.0 FTE
- Manager Workforce Planning, HSO G11, 1.0 FTE
- Senior Project Officer, HSO G8, 1.0 FTE
- Senior HR Consultant – Classifications and Projects, HSO G7, 1.0 FTE
- HR Officer, HSO G4, 1.0 FTE

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	•
Nil			

Prime Function / Key Responsibilities

Provides executive secretarial and administrative support to the Area Director Workforce and NMHS Workforce Committees, including undertaking and assisting with projects relating to a broad range of Workforce and Human Resource initiatives. Maintains tracking registers to ensure compliance with audit, policy and legislative requirements.

Brief Summary of Duties

1. Executive Support: NMHS Workforce Committees

- 1.1 Organises meetings, working papers and functions of NMHS Workforce Committees.
- 1.2 Facilitates follow-up action through discussion with the Area Director Workforce and liaison with relevant personnel as required.
- 1.3 Provides executive secretarial support including the scheduling of meetings and the preparation and distribution of agendas and minutes in a timely manner.
- 1.4 Liaises confidentially with senior management including Executive, staff and external bodies, including the Public Sector Commission, the Department of Health and other government agencies as required.
- 1.5 Coordinates and organises meetings (face-to-face, video and teleconference) including venues.

2. Secretarial and Administrative Support

- 2.1 Provides executive secretarial and administrative support to the Area Director Workforce.
- 2.2 Maintains the Area Director Workforce's calendar, including a bring-up system and diary of commitments, and reminds the Area Director of actions required. Undertakes follow-up with other staff to ensure commitments are met.
- 2.3 Screens incoming correspondence including e-mails and redirects as appropriate to other staff for action.
- 2.4 Drafts routine correspondence for the Area Director to review and sign.
- 2.5 Receives and screens visitors and phone calls and redirects to other staff as appropriate.
- 2.6 Compiles and collates files, papers and other information for the Area Director to prepare for meetings.
- 2.7 Types correspondence and reports and prepares documents as required.
- 2.8 Reviews and improves administrative processes where necessary to ensure an efficient and high-quality service to the Area Director and senior Workforce staff.

3. HR and Project related duties

- 3.1 Plans and undertakes HR related administrative projects.
- 3.2 Assists with the planning, coordination and management of workforce and organisational development projects to implement initiatives and strategies, and audit, policy and legislative requirements.
- 3.3 Undertakes research and investigations; drafts reports, briefing notes, templates, tables and presentations under the guidance of the Area Director Workforce.
- 3.4 Maintains tracking systems relating to NMHS position creations, classifications and reclassifications and liaises with Health Support Services (HSS) regarding pending requests. Monitors the status of all submissions and provides reports on NMHS creations, classifications and reclassifications as requested.
- 3.5 Provides advice on HR related processes including the FTE management process.
- 3.6 Develops an effective filing and tracking system for the management of HR correspondence, employment contracts and personnel records for senior staff.

4. NMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5. Undertakes other duties as directed.

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Work Related Requirements

Essential Selection Criteria

1. Extensive secretarial and administrative experience at a senior level and demonstrated ability to contribute to the delivery of effective human resource management services in a multidisciplinary organisation.
2. Project planning and development skills.
3. Well-developed interpersonal, verbal and written communication skills, with the ability to liaise effectively with people across all levels of the organisation and accurately record minutes of meetings.
4. Ability to maintain confidentiality and use discretion in relaying and managing information.
5. High level of initiative, ability to assess the urgency and importance of situations and take appropriate action.
6. Excellent time-management and organisational skills, including the ability to meet strict deadlines in a busy environment with competing demands.
7. Highly developed skills and experience in the use of the MS Office suite.

Desirable Selection Criteria

1. Possession of, or progress towards, a tertiary qualification in a relevant field would be highly regarded.
2. Experience working with government procedures and policies.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

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

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date: