



Position Title: Administrative Assistant

Position number	00003413
Classification	HSO Level G3
Employment Instrument	Health Salaried Officers Agreement
Group	Health Support Services
Business Unit	Workforce and Organisational Development
Function	NurseWest
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

Provide administrative support to the operations of the Nurse West office and to the Manager of NurseWest. Supports the maintenance of the NurseWest Quality Management System and clinical Governance audits.

Support the maintenance of a pool of appropriately qualified and available staff to meet temporary staffing needs.

REPORTING RELATIONSHIPS:

Manager - NurseWest
HSO Level G11
Position Number: 00003989



This position



Directly reporting to this position:

Title & Position Number	Classification	FTE



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to WA Health through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

Partnering with client agencies and other stakeholders, HSS operates within a customer focussed service culture designed to complement client agency corporate service operations.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the *Health Services Act 2016 (WA)*, HSS was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing customer experience by delivering high quality services to customers. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to understand the needs of our customers and to improve efficiency, processes and procedures where this adds value for customers.

HSS STRATEGY

Vision

Enable better health care

Mission

To deliver high quality services to support
the delivery of optimal patient care

Values

Behaviours



**Think
customer first**

We put our customers first
in everything we do.
We listen to our customers;
they know their business best.
We engage proactively
with our customers to find
the best solution.



**We promise,
we own, we do**

We commit to delivery –
we do what we say.
We take personal ownership –
we own the problem and
the outcome.
We take responsibility
for our decisions and actions.



**We will
find a way**

We focus on solutions,
not problems.
We think creatively to develop
new and better ways of
delivering on our promises.
We embrace a positive
'Yes, we can' attitude.



**We make a
difference together**

We work together to
make a difference to those
delivering patient care.
We are open and learn from
our mistakes and our successes.
We speak up, we listen
and we take collective action.

BUSINESS UNIT/FUNCTION ROLE:

The HSS Workforce and Organisational Development Business Unit is responsible for providing transactional services for HSS' customers relating to payroll and human resources administration services, including services for recruitment/appointment, employment contracts and position administration, classification assessments and temporary nursing recruitment and deployment. This business unit helps to ensure that HSS is focused on understanding and meeting the needs and expectations of its customers, providing value for money services, and continuing to improve performance with strategic consideration of future requirements

Workforce and Organisational Development is also responsible for developing and driving culture change across HSS, as well as the strategic direction and day-to-day operations of human resource management, organisational development and occupational safety and health across all of HSS. This includes shaping HSS' organisational culture in line with its vision, mission and values, and providing support to all business units in managing performance and building capability, including leadership capability of the existing and future workforce, in a way that manages and mitigates risk.

POSITION RESPONSIBILITIES:

HSS Participation:

- Treats customers well, responds to telephone calls and emails in a timely fashion. Is reliable in following up queries and complaints.
- Takes responsibility for one's own work, ensuring approved procedures are followed and deadlines met.
- Contributes to the well-being and achievements of the team.
- Participates in performance development activities. Strives to improve one's own performance.
- Contributes to business improvement and change management activities.
- Undertakes all duties in accordance with the WA Health Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.

Role Specific Responsibilities and Key Outcomes:

Provides administrative support to Manager of NurseWest. This may involve:

- Develop and implement office systems, procedures and documents to support the management of NurseWest casual employees;
- Sort and distribute incoming/outgoing mail and coordinate responses as directed by the Manager;
- Maintenance of confidential staff personal files;
- Maintain a system for inventory control and purchasing of branch resources;
- Arrange meetings, prepare agendas and record minutes.

Support the effective operation of the NurseWest office by providing other administrative support as directed. This may involve:

- Data entry and/or the preparation of paperwork to support the appropriate allocation of services arranged by NurseWest;
- Preparing and or typing (from drafts) routine correspondence;
- Providing administrative support to senior staff;
- Provide filing, mail management, purchasing and financial support services;
- Other duties as directed which includes ad hoc customer service officer relief.

Support the maintenance of a pool of appropriately qualified and available staff to meet temporary staffing needs by:

- Maintaining liaison with NurseWest staff to ensure currency and accuracy of contact information, employment location preferences, etc.;
- Updating the data base of NurseWest nursing staff;
- Providing information and advice in response to recruitment enquiries from potential employees;
- Assisting, as required, in the coordination of interviews and other recruitment related administrative activities.



SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated ability in the use of personal computer based software applications including MS Word, Excel and database applications.
2. Demonstrated ability to provide high levels of customer service including well developed interpersonal and verbal communication skills and the ability to liaise with individuals at all levels and in a variety of contexts.
3. Proven high level of accuracy in the receipt and recording of information from a variety of sources.
4. Proven good organisational skills, including the ability to manage tasks within required timelines and with minimal supervision.

DESIRABLE CRITERIA:

1. A demonstrated understanding of professional development processes in relation to supporting nursing practice.
2. An understanding of Quality Management Systems and the formal audit process.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

DIRECTOR HR & CAPABILITY

EXECUTIVE DIRECTOR

SIGNATURE _____

SIGNATURE _____

DATE _____

DATE _____