



North Metropolitan Health Service
Job Description Form

HSS REGISTERED

Administrative Support Officer

Health Salaried Officers Agreement: G-2

Position Number: 008415

**Division/Unit: Gastroenterology and Endoscopy / Medical Specialties Division
Sir Charles Gairdner Osborne Park Health Care Group**

Reporting Relationships

Administrative Officer
Award Level: HSO G-4
Position Number: 000028



Administrative Assistant
Award Level: HSO G3
Position Number: 004884



This Position



Also reporting to this supervisor:

- NA

Directly reporting to this position:

Title	Classification	FTE
NA		

Other positions under control

- NA

Prime Function / Key Responsibilities

Provides administrative and clerical support services to the designated Department, Centre or Service. Assisting with administrative duties as directed by the Administration Assistants.

Brief Summary of Duties

1. Administration

- 1.1 Provides administrative and clerical support services to the designated department, centre or service.
- 1.2 Works within the administration team and provides secretarial support including actioning routine matter, drafting responses and preparing basic reports.
- 1.3 Provides a reception service to the area. Receive visitors (patients, staff or members of the public) and phone calls and responds, informs or directs appropriately.
- 1.4 Transcribes correspondence, memoranda, minutes, reports/summaries and presentations from dictation or draft. Proof reads and edits copy for completeness and correctness.
- 1.5 Arranges meetings, prepares agendas and takes minutes as required.
- 1.6 Organises and maintains filing systems.
- 1.7 Maintains department and other applicable databases and preparation of statistics for reporting purposes as required.
- 1.8 Raises requisitions and stationery orders as required, including catering and other services/supplies.
- 1.9 Facilitates payment of accounts by getting invoices authorised and forwarding for processing
- 1.10 Monitors and organises maintenance of assets including printers and other equipment
- 1.11 Screens incoming correspondence, inter hospital, public and private via phone and in person and directs queries to appropriate personnel.
- 1.12 Responsible for the timely and accurate entry of data to the relevant information systems (e.g. RoStar and WebPAS, PSOLIS).

2. Customer Care

- 2.1 Provides excellent customer care to all service users.
- 2.2 Follows designated department, centre or service procedures and processes.

3. Communication

- 3.1 Liaises with patients, consultants, registrars, nurses, residents, booked admission and other hospital staff, departments and clinics, as well as external clinics as required.
- 3.2 Handles all enquiries inter-hospital and public, via phone and in person and directs queries to appropriate personnel.
- 3.3 Report problems and/or concerns to supervisor.
- 3.4 Provide progress reports or workloads status.
- 3.5 Works collaboratively in a team, with peers and other professionals.
- 3.6 Ensure patient confidentiality is maintained throughout all office processes.
- 3.7 Contributes to SCGOPHCG and NMHS values and objectives.

4. NMHS Governance, Safety and Quality Requirements

- 4.1 Ensures, as far as practicable, the provision of a safe work environment in consultation with staff under their supervision.
- 4.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align 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

Work Related Requirements

Essential Selection Criteria

1. Demonstrated experience in the provision of administrative and/or clerical service.
2. Good interpersonal, verbal and written communication skills with ability to liaise effectively within a multidisciplinary team.
3. Demonstrated ability to undertake duties without direct supervision both independently and effectively as a member of a team, within a multidisciplinary team environment.
4. Demonstrated ability to effectively organise and prioritise activities to meet deadlines and work effectively under pressure.
5. Demonstrated experience in the use of keyboards/personal computer software applications including proficiency with 'Windows' based word processing and database software.

Desirable Selection Criteria

1. Previous clerical experience in a health care environment.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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: Alice Herring
Signature/HE: 52514
Date: January 2020

Position Occupant

Name:
Signature/HE:
Date:

Created on February 2020

Last Updated on March 2020

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