



HSS REGISTERED

Administrative Officer

Position Details

Position Number: 001058
Classification: Level G4
Agreement: Health Salaried Officers Agreement: HSO
Directorate: Acute Services
Department: Acute Services Divisional Office
Location: Sir Charles Gairdner Hospital

Reporting Relationships

This position reports to:

007336	Deputy Nurse Co-Director	ANF: SRN Level 9
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Positions under direct supervision:

Administrative Assistant	HSU L3	3 FTE
Administrative Support Officer	HSU L2	0.4 FTE

Primary Purpose of the Role

Responsible for the management and delivery of allocated portfolios for clerical and administrative services and administrative support within the Acute Services Division. Provides line management for administrative and clerical staff within the Division. Undertakes a wide range of administrative duties to support the Co-Directors and division.



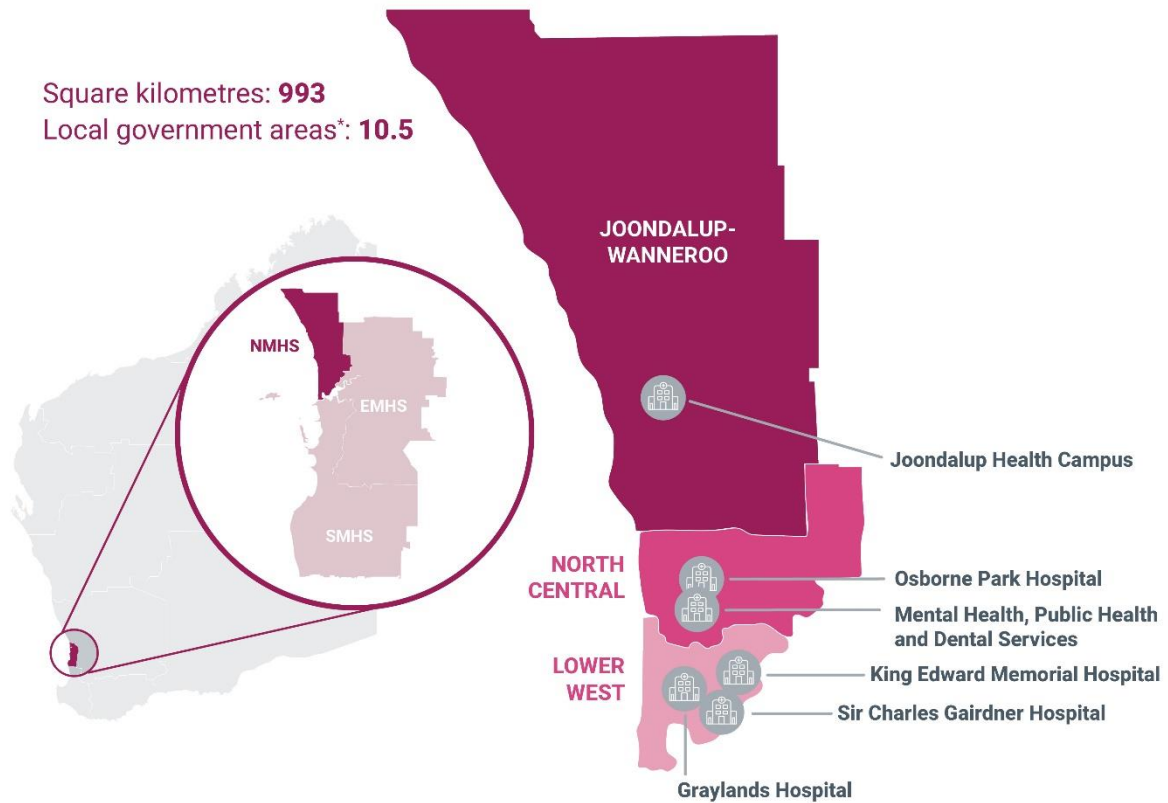
Vision

A trusted partner, delivering excellent health care for our people and our communities.



Mission

To promote and improve the health of our people and our communities.



North Metropolitan Health Service

Since our establishment in 2016, NMHS has embraced best practice to deliver improved clinical outcomes in the face of rising challenges for all healthcare providers. With a budget of \$2.16 billion and 8,917 full-time equivalent (FTE) staff, we serve a population of 736,907 people (about 28% of Western Australia's total population) within a catchment area of almost 1,000 square kilometres. The population we serve is projected to increase by 17% between 2021 and 2031, and the number aged 65 years and older will increase by 41% over the same period. NMHS provides a comprehensive range of adult specialist medical, surgical, mental health and obstetric services in WA, delivered across three tertiary hospitals and two secondary hospitals, all fully accredited. NMHS oversees the provision of contracted public health care from Joondalup Health Campus operated under a public-private partnership. A range of statewide, highly specialised multidisciplinary services is offered from several NMHS hospital and clinic sites.



Our values



Care

We show empathy, kindness and compassion to all.



Respect

We are inclusive of others and treat everyone with courtesy and dignity.



Innovation

We strive for excellence and are courageous when exploring possibilities for our future.



Teamwork

We work together as one team in a spirit of trust and cooperation.



Integrity

We are honest and accountable and deliver as promised.

Please refer to [NMHS Values – Organisational/Individual Behaviours](#) for information on individual behaviours that reflect the organisation's values.

Our strategic priorities

We are focussing on six strategic priorities for the 2020-2025 period:



Enabling healthy communities

We build healthy and engaged communities



People-centred care

We will place our consumers' and their carers' best interests and experience at the core of all we do



Integration and connection

We will build strong connections and partnerships



Innovation and adaptive models of care

We will use research and technology to improve outcomes



Trusted, engaged and capable people

We will invest in our people and our culture



Sustainable and reliable

We will reduce harm, waste and unwarranted variation



Key Accountabilities

1. Management

- 1.1 Manages dedicated administrative portfolios as required including administrative and clerical staff line management, travel requests, ministerial, parliamentary and complaint responses, briefing notes collation and tracking.
- 1.2 Responsible for the line management and delivery of clerical and administrative services across all departments within the division in accordance with agreed key performance indicators, including liaison with Heads of Departments on operational matters.
- 1.3 Liaises with medical, nursing and other key divisional staff to manage daily operational requirements to ensure the necessary services are provided.
- 1.4 Manages the daily administration and clerical staff rosters and rotations between the relevant staff roles, approve staff leave arrangements and management of Payroll Systems.
- 1.5 Ensures that the provision of administration and clerical services in the division is aligned with SCGOPHCG and NMHS goals and objectives.
- 1.6 Participates in the planning, development, implementation and ongoing application of quality improvement activities in the division and departments.
- 1.7 Responsible for initiating and managing the recruitment and subsequent orientation processes for administrative and clerical staff and provide appropriate supervision for new staff members regarding occupational safety and health (OSH) processes and work practices.
- 1.8 Produce and implement training manuals and procedures to ensure all staff have resources and skills to complete tasks to a high standard, including staff induction and orientation.
- 1.9 Organise and evaluate administrative education and upskilling support for and training programs of administrative staff within the division/department.
- 1.10 Manages the activities, materials and prepares standard operating procedures and manuals for administrative staff within the division/department.
- 1.11 Responsible for the commencement and ongoing performance management of line managed staff within the division/department to ensure the continuing development of individual and team performance skills.
- 1.12 Ensure relevant practicable OSH practices and standards are implemented and maintained.

2. Administrative

- 2.1 Undertakes a wide range of administrative duties to support the Co-Directors and the division, including:
 - Correspondence screening, management and direction, including emails.
 - Electronic record maintenance and filing, including confidential document management.
 - Calendar management.
 - Meeting coordination, preparation and support.
 - Monitoring and recording of medical staff leave and on-call claims.
 - Coordination of responses to patient complaints, Ministerials and Parliamentary Questions and Briefing Notes.
 - Updating of procedural manuals.
 - Recording and distribution of minutes of meetings



- 2.2 Prepares correspondence and assists in formulating reports, responses, and complex documents.
- 2.3 Provides comprehensive coordination and management of the FTE contract approval process for the Division including maintenance spreadsheet and records, provision of guidance and advice to departments, correspondence with Office of the Executive Director and submission of approved contracts to Health Support Services (HSS).
- 2.4 Provides support, maintenance and advice as a key user of information systems.

3. Finance

- 3.1 Undertakes and manages ordering, procurements and invoice payments as required.
- 3.2 Ensures the efficient and smooth running of the divisional/department office including monitoring of expenditure, cost centres, OSH compliance, stock management, and associated ordering.

4. NMHS Values: *Care, Respect, Innovation, Teamwork, Integrity*

- 4.1 Ensures a high standard of customer service is delivered and maintained, including role modelling the required behaviours, ensuring a high standard of service delivery of those under line management and the delivery of all agreed key performance indicators.
- 4.2 Responsible for complaints management coordination and resolution.
- 4.3 Lead on external contract management for administrative services where required.
- 4.4 Provides a central point of communication for all service users.

5. NMHS Governance, Safety and Quality Requirements

- 5.1 Participates in the maintenance of a safe work environment.
- 5.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 5.3 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.
- 5.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 5.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 5.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

6 Undertakes other duties as directed.



Work Related Requirements

The following criteria should be considered in the context of the NMHS Vision, Mission and Values.

Essential Selection Criteria

1. Substantial supervisory experience in the delivery of administrative and clerical services and understanding of HR practices.
2. Demonstrated well-developed interpersonal skills and ability to effectively communicate with staff under supervision, senior departmental officers and members of the general public.
3. Demonstrated leadership consistent with organisational values and behaviours.
4. Demonstrated advanced time management, prioritisation and organisational skills with the ability to use initiative, multi-task and meet strict deadlines.
5. Demonstrated experience in the use and support of relevant information systems.
6. High-level word-processing skills; experience in the use of the Microsoft Office products and good knowledge of its advanced capabilities.
7. Knowledge and understanding of Continuous Quality Improvement principles and their practical application.
8. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

Desirable Selection Criteria

1. Previous experience in a hospital or healthcare environment.
2. Knowledge of contemporary human resource management principles.

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:Graham Martindale
Signature/HE:40266
Date:

Dept./Division Head

Name: Marie Slater
Signature:HE75474
Date:

Position Occupant

Name:
Signature:
Date:

