



HSS Registered

Administrative Assistant

Position Details

Position Number: 00008667
Classification: G-3
Agreement: Health Salaried Officers Agreement
Directorate: Youth Mental Health
Department: Youth Axis
Location: Youth Axis Office

Reporting Relationships

This position reports to:

0009052	Youth Axis Team Leader	HSO P4
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Positions under direct supervision:

Nil

Primary Purpose of the Role

Provides confidential administrative and secretarial support to the Team Leader of Youth Axis. Responsible for the delivery of comprehensive reception, administrative, clerical and secretarial support services to the staff of the program.

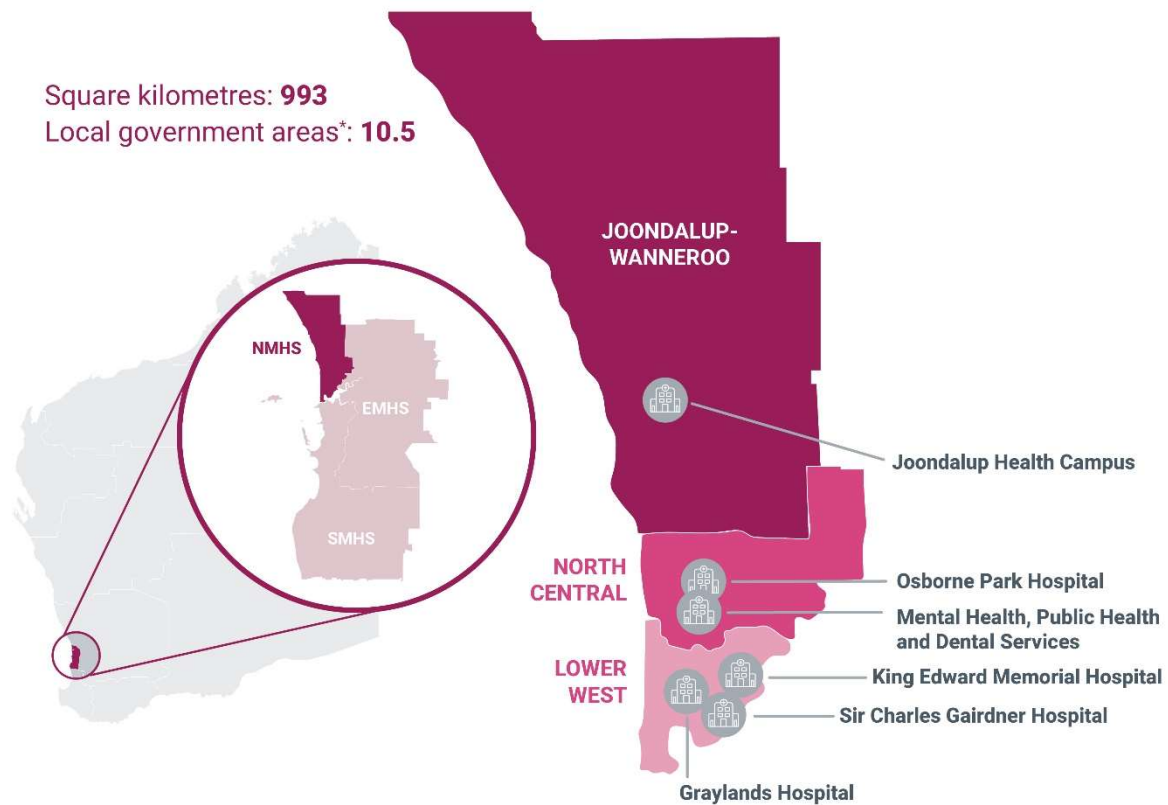


Vision

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. Secretarial

- 1.1 Provides secretarial and general clerical and reception support for Youth Axis.
- 1.2 Coordinates and maintains a schedule of appointments, meetings and other commitments for Youth Axis.
- 1.3 Screens incoming correspondence and telephone calls, for new and existing clients, directs to appropriate staff for action; draws the attention of the Team Leader to urgent and important items and takes action as appropriate to facilitate management of the workflow through the office.
- 1.4 Maintains a bring-up system or diary of commitments and reminds the Team Leader of actions required.
- 1.5 Drafts correspondence, memorandums, prepares general letters, types correspondence and reports, preparing complex documents to a high standard of accuracy and presentation.

2. Administrative

- 2.1 Compiles and collates files, papers and other information to brief the Team Leader on issues to prepare for meetings; organises meetings and functions, booking venues and organising catering requirements along with providing secretarial support which includes the preparation of agendas and supporting documentation; recording and distributing of minutes; and follow-up of agreed actions as required.
- 2.2 Undertakes special administrative projects as directed by the Team Leader; undertakes searches for information required in preparing reports or attending to verbal enquiries or correspondence; compiles and summarises activity data and other relevant information and prepares reports.
- 2.3 Maintains and inputs data into databases and support systems utilised by Youth Axis including RoStar, WebPAS and PSOLIS.
- 2.4 Supports Youth Axis in making purchases through the use of iProcurement.
- 2.5 Maintains the filing system including medical records; ensures appropriate records are kept; files and retrieves information, ensuring the security of confidential documents.
- 2.6 Prepares itineraries and assists staff with travel bookings as directed.
- 2.7 Undertakes general administration that supports the functions of Youth Axis office including the general maintenance of the office, collating the incoming and outgoing mail, and the ordering and maintenance of supplies.

3. Information Services

- 3.1 Maintains status of Local Administrator of PSOLIS for Youth Axis.
- 3.2 Monitors and manages the PSOLIS database, reporting to the Team Leader and senior staff as required.
- 3.3 Ensures that all Information Technology equipment/software is repaired and maintained in line with appropriate technological advancements in consultation with the Team Leader and Information Technology services.



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

4.1 Reflect the NMHS values in the way you work, behave and make decisions.

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.

5.3 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.

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. Extensive secretarial and administrative experience at a senior level
2. Well-developed interpersonal skills and proven ability to communicate and work cooperatively with staff and people at all levels.
3. Well-developed written and presentation skills for preparation of correspondence, agendas, minutes, reports and presentations.
4. Demonstrated ability to maintain confidentiality and awareness of their importance in a healthcare setting.
5. Demonstrated high level of initiative; ability to assess the urgency and importance of situations and take decisive and appropriate action.
6. Excellent time management and organisational skills including the ability to meet strict deadlines.
7. High-level word processing skills, experience in the use of MS Office suite and good knowledge of their advanced capabilities.

Desirable Selection Criteria

1. Experience working in a mental health service.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Working with Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- 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	Dept./Division Head	Position Occupant
Name:	Name:	Name:
Signature:	Signature:	Signature:
Date:	Date:	Date:

