

## POSITION DESCRIPTION

# CCLHD - Administration Officer Level 3

Our CORE values  
Collaboration Openness Respect Empowerment



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Central Coast Local Health District
<b>Position Classification</b>	Admin Off Lvl 3
<b>State Award</b>	Health Employees Administrative Staff (State) Award
<b>Category</b>	Administration & Health Records   Administration   Administration Assistant
<b>Website</b>	<a href="http://www.cclhd.health.nsw.gov.au">www.cclhd.health.nsw.gov.au</a>

## PRIMARY PURPOSE

The Administrative Support Officer provides a comprehensive range of high-level administrative and public/customer relation support functions to support the achievement of the unit/department outcomes.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. Please provide proof of booster vaccination if available.

## KEY ACCOUNTABILITIES

- Provide day to day administrative support to the unit/department to ensure effective service delivery.
- Coordinate ward/unit administrative systems, procedures and organisational methods to ensure office efficiency in accordance with LHD policies, procedures and standards.
- Provide effective customer service, ensuring the provision of information and referring enquiries in an effective and responsive manner.
- Prepare and manipulate documents which support the service delivery of the unit/department.
- Perform Minute taking tasks and production of minutes for distribution and keep meeting files as required.
- Manage office communications and information flow.
- Assist Senior Officers with tasks to support the service delivery of the unit/department.
- Exercise initiative in the application of work practices and procedures to achieve unit/department key outcomes.
- Provide training to other officers as required.

General Duties/Responsibilities:

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- Participate in Quality improvement activities and provide a high level of customer service to all stakeholders including patients, staff and others.
- Comply with all NSW Health and CCLHD policies and procedures.
- Perform all other delegated tasks appropriately and in line with grading and capabilities.
- Demonstrated commitment to Caring for the Coast vision, goals and strategies, with demonstrated behaviours which align with the NSW Health CORE values and CCLHD Values and behaviours charter.

## KEY CHALLENGES

- Prioritising and balancing priorities to meet deadlines within a competing environment.
- Utilising judgement and initiative to provide high level of administration support and customer service.

## KEY RELATIONSHIPS

Who	Why
Managers/ Supervisors/ Team Leaders	To receive direction and to prioritise workflows
Other staff, departments and internal stakeholders	For the provision of effective service delivery of the unit/department
Patients and carers	To provide and receive feedback to support the care of the patient.
External service providers and other organisations	Information flow to ensure the effective service delivery of the unit/department
External Customers	To provide effective service delivery for the unit/department

## SELECTION CRITERIA

- Demonstrated customer service skills and experience.
- Demonstrated ability to work within a team environment
- Ability to exercise basic problem solving skills using reference to established methods and procedures.
- Demonstrated computer/data entry skills, specifically with MS office products in particular Microsoft Word, Excel, email, internet based applications and databases.
- High level of written and oral communication skills
- Demonstrated understanding of how the District is Caring for the Coast and how this role would contribute

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## CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

### Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Foundational	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing work activities effectively</li> <li>• Look for opportunities to learn from the feedback of others</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>• Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>• Respond to others who need clarification or guidance on the job</li> <li>• Step in to help others when workloads are high</li> <li>• Keep team and supervisor informed of work tasks</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others health and safety</li> <li>• Escalate issues when these are identified</li> </ul>