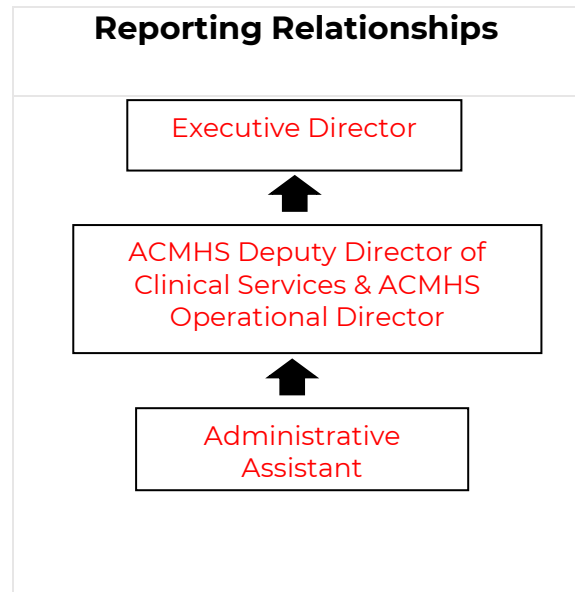


POSITION DESCRIPTION

Directorate	Canberra Health Services
Division	MHJHADS
Branch	Adult Community Mental Health Services
Position Number	31767
Position Title	Administrative Assistant
Classification	ASO4
Location	CHS
Last Reviewed	



Our **Vision**: creating exceptional health care together
 Our **Role**: to be a health service that is trusted by our community
 Our **Values**: Reliable, Progressive, Respectful and Kind

POSITION OVERVIEW

Canberra Health Services (CHS) is focused on the delivery of high quality, effective, person centred care. It provides acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding region. More information can be found on the CHS website: <https://www.health.act.gov.au/>

Mental Health, Justice Health and Alcohol and Drug Services (MHJHADS) provides support to youth and adults via inpatient and outpatient settings, community health centres, justice health facilities and other community settings, including people's homes. MHJHADS aims to be socially inclusive and operate within a recovery-focused and/or harm minimisation approach.

The ACMHS Deputy Director of Clinical Services provides clinical leadership for all ACMHS teams. The ACMHS Operational Director provides operational leadership for all ACMHS teams.

- Assertive and Community Outreach Services
- Belconnen Mental Health Team
- City Mental Health Team

- Gunghalin Mental Health Team
- Mental Health Services Intellectual Disabilities Team
- Older Persons Mental Health Communities Team
- Tuggeranong Mental Health Team
- Woden Mental Health Team

This position is responsible for the provision of high-level administrative support to the ACMHS Deputy Director of Clinical Services and also jointly the ACMHS Operational Director and will consist of other related administrative duties such as preparing a range of correspondence, diary and inbox management, providing secretariat support to committees, assisting with human resource and financial management functions, research and initiating action to ensure the timely response to requests. The position is being offered as a 12-month temporary contract, with possibility of extension and or permanency. Selection may be based on application and referee reports only.

DUTIES

This position is responsible for the provision of high-level administrative support to the ACMHS Deputy Director of Clinical Services and also jointly the ACMHS Director of Operations. It is expected that in this position you will assist in the strategic and operational processes required for the Directors to undertake their roles. This includes the provision of high-quality customer service to the consumers and staff of MHJHADS Division. You will:

1. Provide administrative support to the ACMHS Directors. This includes but is not limited to diary and email management, receive and screen incoming phone calls and take appropriate action, preparing correspondence, co-ordinate and provide secretariat support to committees and organise travel arrangements.
2. Manage and coordinate human resource management and Shared Services activities inclusive of preparation of staff requisitions, recruitment, leave and staff selection reports.
3. Communication and liaison with other areas and departments both with and external to the Division, professional bodies, tertiary institutions, consumer and carer representatives and the general public on nursing and related matters.
4. Establish and maintain manual and electronic administrative systems for a range of correspondence, confidential briefings, minutes, reports, Human Resource and Cost Centre Reporting documentation.
5. Responsible for the operational requirements of the office finances, i.e. invoice payment in APIAS, Credit Card acquittal.
6. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, lesbian, gay, bisexual, transgender/gender diverse, intersex and queer (LGBTIQ+) are particularly encouraged to apply.

Behavioural Capabilities

1. Strong organisational skills with a high degree of drive.
2. Good communication and interpersonal skills.
3. Adaptability and flexibility to accommodate change and provide responsive services to meet clients' needs.
4. An understanding in dealing with persons for whom the MHJHADS Division provides services.

Position Requirements/Qualifications:

It is highly desirable that the successful applicant hold a current driver's licence and has experience within a health administration area.

- Be registered under the Working for Vulnerable people Act.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role as detailed in the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

Please note prior to commencement successful candidates will be required to:

- Undergo a pre-employment National Police Check.

WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

1. Proven experience and ability in providing administrative support at the senior level including the provision of high level organisational and office management skills and the ability to exercise initiative, prioritise workloads and manage competing deadlines.
2. Demonstrated well developed oral and written communication skills, including the ability to liaise with staff at all levels.
3. Demonstrated ability to actively problem solve and use initiative within the competing demands of a complex work environment.
4. High-level computer and keyboard skills, additionally, experience in a variety of software programs including Canberra Health Services systems, Microsoft Suite and HP Records Manager 8 (also known as TRIM) or the ability to learn TRIM correspondence tracking system.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient

experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

HOW TO APPLY / OR WANT TO KNOW MORE?

Applications must be submitted through the e-recruitment system. Applications must include a copy of a current resumé, and

- A pitch of no more than two pages outlining your skills, knowledge and experience and why you should be considered for this role. You should take into consideration the selection criteria under “what you require” when drafting your response.

Where possible include specific relevant examples of your work. Please note, candidate may be appointed based on selection criteria only.

CHS Contact: Russell Robson | 5124 1723 | russell.robson@act.gov.au

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Occasionally
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Occasionally
Unpredictable People e.g. Dementia, mental illness, head injuries	Occasionally
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Never
Running	Never
Reaching	Occasionally
Kneeling	Occasionally
Foot and leg movement	Occasionally
Hand, arm and grasping movements	Frequently
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Occasionally