

## POSITION DESCRIPTION

# NNSWLHD - Administration Officer AO3 - Receptionist

Our CORE values  
Collaboration Openness Respect Empowerment



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

## PRIMARY PURPOSE

Provide administration and clerical support to the manager and team, to facilitate smooth operation of the service/unit/facility.

## COVID-19 VACCINATION COMPLIANCY

The Public Health (COVID-19 Vaccination of Health Care Workers) Order 2021 commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. Mandatory COVID-19 vaccination will now be required for all NSW Health staff.

## ESSENTIAL REQUIREMENTS

Responsibilities under WHS - Non-Supervisor

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

## KEY ACCOUNTABILITIES

Provide quality customer service to clients, employees and members of the public, ensuring a respectful and helpful response is provided to all face-to-face and telephone enquiries, facilitating timely access to people and services and supporting a positive view of the Health Service.

Complete a range of operational, clerical and administrative tasks to support the smooth running of the service including such activities as accurate collection and entry of client information, record management, booking services and appointments, record keeping, managing postal and other correspondence, general filing, typing and copying.

Provide assistance with tasks as required, to support efficiency and quality within the service and team.

Support the manager and team with quality activities to ensure ongoing improvement in local processes.

Make decisions and take initiative in relation to day to day operational matters, performing according to established work practices and procedures, working under general instruction and supervision

## KEY CHALLENGES

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- To work within a diverse environment, with all levels of staff and maintain effective communication that develops and sustains quality relationships.
- Communicating with patients where the contact group may be aging, infirm and coping with multi system issues. This group may require help understanding, making and meeting appointment schedules and requirements.
- Applying documented procedures and processes when making decisions relating to data recording and referring matters to the senior staff as appropriate.

## KEY RELATIONSHIPS

Who	Why
Manager	Provide support, develop and maintain ongoing constructive communication and working relationships
Team	Provide support to other staff within the service/ unit/ facility to assist with workload management and provide a quality customer service
Patients/clients and their families	Provide good customer relations responding to and resolving client queries, whilst maintaining confidentiality.

## SELECTION CRITERIA

1. Demonstrated recent administration experience with knowledge of procedures relating to telephone, reception and customer service.
2. Demonstrated competence in the use of computer software packages including Microsoft Office (Word and Excel) with a willingness to acquire new skills as required.
3. Demonstrated commitment and understanding of confidentiality.
4. Demonstrated ability to work as a multidisciplinary team member.
5. Demonstrated effective communication skills both oral and written, including the ability to relate maturely and professionally within a busy environment to clients and health service staff.
6. A working knowledge of Medicare and its rules regarding patient eligibility.

## OTHER REQUIREMENTS

### Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

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- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

### Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

### Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

### Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

### Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

### Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

### Risk Management

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

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- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

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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
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract 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	Intermediate	<ul style="list-style-type: none"><li>• Support a culture of quality customer service in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li><li>• Identify and respond quickly to customer needs</li><li>• Consider customer service requirements and develop solutions to meet needs</li><li>• Resolve complex customer issues and needs</li><li>• Co-operate across work areas to improve outcomes for customers</li></ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"><li>• Complete own work tasks under guidance, within set budgets, timeframes and standards</li><li>• Take the initiative to progress own work</li><li>• Identify resources needed to complete allocated work tasks</li><li>• Seek clarification when unsure of work tasks</li></ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"><li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li><li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li><li>• Understand information, communication and document control policies and systems, and security protocols</li><li>• Comply with policies on acceptable use of technology</li></ul>