

POSITION DESCRIPTION

NNSWLHD - Administration Officer AO3 - Clinical Support Officer

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 Clinical Support
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Providing administrative and clerical support to the manager and team, to facilitate the smooth operation of the service/unit/facility. Providing timely and accurate administrative and transactional services for members of the health care team on designated wards/units.

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

Valid unrestricted drivers' licence for use in NSW/Australia.

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

Undertake a range of operational, clerical and administrative tasks to support manager/s in the smooth running of the service/ unit/ facility, including activities such as but not limited to assisting in the production of reports on finance and quality parameters/indicators, meeting papers and minutes.

Provide assistance to the manager with more complex tasks in relation to workforce systems including rostering, recruitment, leave, payroll and purchasing.

Support and participate in the administrative aspects of activities such as Quality Accreditation, Work Health and Safety, and Incident Management processes to assist in the fulfilment of unit/ward requirements.

Manage stock levels, order and receive non-imprest supplies that are required by staff to perform their day to day duties in delivery of patient care.

Undertake other general administrative tasks to support the health care team provide the service.

Undertake more complex administration task in support of senior officers and the broader work area, applying independent action within established work practices and procedures, working under general instruction and broad

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supervision.

KEY CHALLENGES

- Identification of priorities and completion of key tasks in a high volume work environment.
- Establishing and maintaining effective work relationships with staff

KEY RELATIONSHIPS

Who	Why
Manager	Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Teams	Provide support to other staff within the service/ unit/ facility in the provision of a quality service
Key internal stakeholders	Develop a good knowledge of and relationship with key staff to provide support or accurate redirection of enquiries as required.

SELECTION CRITERIA

1. Holds or willing to undertake a Certificate III in Health Administration or equivalent
2. Excellent communication skills including accurate spelling, good comprehension, confidence in the spoken word and ability to deal courteously with people at all levels
3. Demonstrated experience in word processing, spreadsheet, database and email software, preferably Microsoft Office suite.
4. Strong organisational skills and ability to meet deadlines
5. Capacity to work under broad supervision and to undertake a diverse range of tasks as an effective member of a team in a high pressure, high volume work environment
6. Current unencumbered drivers licence valid for use within NSW and the ability to travel within the district

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).

All employees will:

- 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
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Foundational	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing work activities effectively• Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none">• Support a culture of quality customer service in the organisation• Demonstrate a thorough knowledge of the services provided and relay to customers• Identify and respond quickly to customer needs• Consider customer service requirements and develop solutions to meet needs• Resolve complex customer issues and needs• Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Foundational	<ul style="list-style-type: none">• Complete own work tasks under guidance, within set budgets, timeframes and standards• Take the initiative to progress own work• Identify resources needed to complete allocated work tasks• Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	<ul style="list-style-type: none">• Display familiarity and confidence in the use of core office software applications or other technology used in role• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology