

## POSITION DESCRIPTION

# HNELHD - Senior Administration Officer

Our CORE values  
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Hunter New England Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration
Website	<a href="http://www.hnehealth.nsw.gov.au">www.hnehealth.nsw.gov.au</a>

## PRIMARY PURPOSE

Ensure the delivery of a range of administrative and clerical support services and provide day to day supervision of administration staff to support Morisset Hospital achieve their objectives in a timely, reliable, and efficient manner.

Provide a range of administrative and clerical support services to the Senior Nurse Manager and Leadership Team, to enable achievement of key objectives in a timely, reliable, and efficient manner.

## 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). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) 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.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## KEY ACCOUNTABILITIES

- Provide support to the Senior Nurse Manager in a variety of projects and duties as required. Including

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administrative tasks in workforce related matters including rostering, recruitment, performance reviews, leave and payroll.

- Work under limited direction and guidance to set priorities and monitor workflow for administrative tasks for the Service/Unit or position to ensure all activities, projects and tasks are completed in accordance with their identified urgency and priority.
- Participate in the development, maintenance and review of administrative processes, systems, and procedures to improve efficiency and ensure the delivery of a quality service.
- Co-ordinate and provide ongoing support to a small administration team that provides consistent, high quality customer service including, telephone, email enquiries, data entry and personal contact with patients and staff.
- Provide secretariat support to meetings and committees as required, including the preparation and distribution of agendas, minutes, and other correspondence for the Morisset Leadership Team
- Prepare reports, documents and correspondence, including drafting complex correspondence, to clearly and accurately communicate required information. This will include preparation of quality data and KPI reports as required.
- Act in accordance with the HNE Health Values Charter and NSW Health Code of Conduct; model behaviours that reflect the Excellence Framework (Every Patient, Every Time) and ensure work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Closing the Gap strategy.
- All staff are expected to take reasonable care that their acts and omissions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given to them and with any policies/procedures relating to health or safety in the workplace that are known to them, as well as notifying any hazards/risks or incidents to their managers.

## KEY CHALLENGES

- Managing a high-volume workload with competing demands in a high-pressure environment
- Co-coordinating a small team for the effective provision of administrative support across a large Service, whilst working on a range of tasks with competing priorities
- Prioritisation and timely completion of tasks within tight deadlines.

KEY RELATIONSHIPS	
Who	Why
Senior Nurse Manager	• Line Manager • Support to achieve Service KPIs and outcomes
Administration Officers	• Day to day co-ordination, support, and supervision
Leadership Team & clinicians Patients and Visitors	• To provide an ongoing efficient service
Community Stakeholders	• Efficiency of service provision

## SELECTION CRITERIA

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1. Relevant administrative qualifications and/or equivalent experience and knowledge in the provision of efficient administrative support at a high level.
2. Demonstrated ability to coordinate a team, including leave management, rostering and providing training and support to frontline administration staff.
3. Demonstrated well developed written and verbal communication skills with ability to work as part of a team that understands and practices quality improvements and patient centered care.
4. Demonstrated ability to problem solve and use initiative, judgement and discretion in a flexible and creative manner
5. Demonstrated attention to detail with a high level of accuracy and applied ability to use a wide range of computer hardware, software and electronic systems to complete work activities.
6. Demonstrated ability to prepare complex management reports, manage financial records and central registers.
7. Demonstrated ability to work autonomously with an ability to initiate, plan, prioritise, negotiate and organise own work taking into account the impact on others to achieve agreed outcomes, including adherence to strict timelines.

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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	Intermediate
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Foundational
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	<b>Manage and Develop People</b>	<b>Foundational</b>
	<b>Optimise Business Outcomes</b>	<b>Intermediate</b>

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"> <li>Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li> <li>Actively seek, reflect and act on feedback on own performance</li> <li>Translate negative feedback into an opportunity to improve</li> <li>Maintain a high level of personal motivation</li> <li>Take the initiative and act in a decisive way</li> </ul>
<b>Relationships</b> Communicate Effectively	Advanced	<ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding</li> <li>Translate technical and complex information concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Actively listen and encourage others to contribute inputs</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in a range of styles and formats</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>Complete work tasks to agreed budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own and team/unit work</li> <li>Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>Plan and coordinate allocated activities</li> <li>Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>Contribute to the development of team work plans and goal setting</li> <li>Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks</li> <li>Apply practical skills in the use of relevant technology</li> <li>Make effective use of records, information and knowledge</li> </ul>

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>management functions and systems</p> <ul style="list-style-type: none"> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<p><b>People Management</b> Manage and Develop People</p>	Foundational	<ul style="list-style-type: none"> <li>• Clarify work required, expected behaviours and outputs</li> <li>• Contribute to developing team capability and recognise potential in people</li> <li>• Give support and regular constructive feedback that is linked to development needs</li> <li>• Identify appropriate learning opportunities for team members</li> <li>• Recognise performance issues that need to be addressed and seek appropriate advice</li> </ul>
<p><b>People Management</b> Optimise Business Outcomes</p>	Intermediate	<ul style="list-style-type: none"> <li>• Develop team/unit plans that take into account team capability and strengths</li> <li>• Plan and monitor resource allocation effectively to achieve team/unit objectives</li> <li>• Ensure team members work with a good understanding of business principles as they apply to the public sector context</li> <li>• Participate in wider organisational workforce planning to ensure the availability of capable resources</li> </ul>

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**Job Demands for: HNELHD - Senior Administration Officer**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Infrequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

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<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Infrequent</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Frequent</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Not Applicable</p>	



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<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Infrequent</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Occasional</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Occasional</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p><b>Exposure to Distressing Situations</b> - e.g.</p>	

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child abuse, viewing dead/mutilated bodies	
Not Applicable	

<b>Environmental Demands</b>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>

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<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Not Applicable</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Not Applicable</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>