

POSITION DESCRIPTION

ISLHD - Administrative Officer Level 2 (generic)

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Illawarra Shoalhaven Local Health District
Position Classification	Admin Off Lvl 2
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration Administration Assistant
Website	www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

Provide a range of administrative and clerical support services to achieve their objectives in a timely, reliable and efficient manner.

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 a range of administrative and clerical support services, selecting the most appropriate method and sequence to ensure delivery of efficient and effective patient/client focused services.
- Respond to a range of enquiries (in person and over the phone) providing information and referring enquiries in a confidential, effective and responsive manner.
- Communicate and liaise with management, and other members of the health care team to ensure the provision of quality support services.
- Participate in department initiatives regarding quality improvement, and Occupational Health and Safety.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/ employees.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.
- Work under general instruction and supervision with regard to work priorities.
- Exercise basic judgement in selecting and applying established principles, techniques and methods to

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- solve problems of a simple nature.
- Escalate more complex issues outside the scope of their position description.

KEY CHALLENGES

- Organising daily routines to meet deadlines and responding to problems or conflict.
- Attending to the wide variety of day to day administrative tasks.
- Managing a diverse range of enquiries from a variety of stakeholders demanding.

KEY RELATIONSHIPS

Who	Why
Supervisor / Manager	Direct line manager; Operational issues.
Multidisciplinary team	Collaborate over patient care.

SELECTION CRITERIA

- Ability to perform a wide range of administrative tasks in a demanding workload.
- Experience of responding to a range of enquiries and determining the appropriate response in a complex work environment.
- High level interpersonal, written and verbal communication skills.
- Demonstrated commitment to providing a quality service and quality improvement initiatives in workplace practices and procedures.
- Ability to use computer hardware, software applications and electronic systems at a basic level in accordance with policy and procedure.