

POSITION DESCRIPTION

Hospital in the Home Administration Officer



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration Service Support
Vaccination Category	Category A
ANZSCO Code	599999 Clerical and Administrative Workers nec
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

High level administration support to HITH Management team. Processing of service revenue and payment accounts and presenting a professional first line service to users of the service. Prompt and efficient service to internal and external customers.

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.

ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and



POSITION DESCRIPTION

Hospital in the Home Administration Officer



Northern Sydney
Local Health District

procedures relating to work health safety and wellbeing.

NSLHD supports diversity and inclusion and these principles should be applied when interacting with our patients and work colleagues.

KEY ACCOUNTABILITIES

- Highly professional phone manner and excellent communication and interpersonal skills. Receiving, managing, disseminating and referring all incoming calls appropriately.
- Participate in the planning and organisation of educational activities. Respond and reply promptly to educational bookings and requests. Process study and conference leave applications and liaise with centres regarding applications and sending enrolment confirmation of attendance.
- Prepare and distribute material necessary for education programmes – attendance sheets, programs, evaluations, certificates and photocopying – to enable the smooth functioning of all education activities.
- Provide administrative support for APAC Management Team and staff including correspondence, meeting minutes, presentations, policy development and research activities. Assisting organising Service events.
- Assist in process purchase orders for equipment for APAC. Process invoices for payment. Maintaining appropriate records for department expenses.
- Ensure confidentiality and appropriate management of patient and intellectual property including archiving, storage, dissemination, retrieval and tracking of clinical and corporate records.
- Maintain adequate supplies of all APAC brochures and educational handouts and order new supplies.

KEY CHALLENGES

- Managing a varied and busy workload with competing demands and priorities
- Ensuring appropriate communication within a fast pace environment.
- Working autonomously to resolve issues that arise and ensure escalation.

KEY RELATIONSHIPS

Who	Why
APAC Management	To report on day to day tasks and any issues
APAC Administration Staff	Communication purposes, to ensure high level of service
Patients and Carers	To build a friendly rapport
Local and Specialist Medical Officers	To build a friendly rapport and share information

SELECTION CRITERIA

POSITION DESCRIPTION

Hospital in the Home Administration Officer



Northern Sydney
Local Health District

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Demonstrated high level administrative skills in managing complex administrative tasks including management of files, correspondence, document tracking and ordering and maintaining office stores
3. Demonstrated problem solving and conflict resolution skills.
4. Demonstrated ability to provide administrative support to a range of team members.
5. Proven experience in providing excellence in customer service.
6. Demonstrated skill in Microsoft Word, Microsoft Excel and creating and maintaining databases
7. Experience working in a team environment, under limited supervision and with the ability to prioritise and show initiative
8. Demonstrated ability to work as part of a team and flexibility in hours of work when competing priorities arise. Holds a current NSW Drivers' Licence Class C.