

POSITION DESCRIPTION

Hospital In the Home Administrative Officer



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 5
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records Administration Senior Administration
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.

The HITH Administrative Officer Level 5 operates in an environment with direction from the HITH Manager and will assist the HITH team by:

- Providing high level assistant support to the HITH Nurse Manager and HITH Senior Management Team
- Providing efficient and accurate high level administrative support.
- Acting in a confidential manner regarding all matters related to the Service.
- Functioning as a member of the HITH administrative team, assisting other team members as appropriate and approaches the role in a flexible and cooperative manner.
- Providing administration support to the HITH front desk team, financial management and processing patient transactions and ordering equipment /stores as required.
- Provide relief to other administrative staff in absence and periods of leave.
- Provide relief to HITH Data Manager in absence or periods of leave as negotiated.
- Undertaking additional duties as requested by HITH Nurse Manager.

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.



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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 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

Strategic

- Participates in service strategic, quality and operational planning processes.

Operational/Advisory:

- Provide high level assistant support to HITH Manager.
- Provides efficient and accurate high level administrative support to the HITH Team as directed by the HITH Manager
- Works cooperatively and collaboratively with other members of the HITH Team
- Preparing correspondence and accurate reports as requested by the HITH Manager including drafting complex correspondence accurately and clearly.
- Provide leadership, orientation and support to the HITH Administration officers
- Provide HITH reception relieve as required
- Manage the HITH Manager's calender/diary, make appointments and travel arrangements as necessary.
- Liaise with service referrers, including medical officers, General Practitioners, hospital staff and community agencies

Operational/Advisory:

- Work in collaboration with the HITH Data Manager to ensure the maintenance of a comprehensive and secure filing system for HITH including patient records and ensures consistent clean data flow between HITH, EDWARD and MOH
Responsible for updating and distributing changes to relevant documents.
Prioritising workload and ensuring the timely completion of high quality documents and correspondences as requested.
- Initiates, manages and prioritises the flow of documents / correspondence for the HITH Manager, exercising appropriate judgement.
- Supports Data Manager with completion of weekly, monthly, quarterly, 6 monthly & yearly clinical and non-clinical reports (Excel), using pivot tables, queries, calculations, tables and graphs.
- Take on other tasks as required by other Service staff at own discretion, and as directed by HITH Manager.

Customer Service:

- Provides prompt and courteous service to all internal and external customers.
- Provide a professional interface and point of contact.

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KEY CHALLENGES

- Anticipate problems in administrative functions and suggest, implement and assess solutions.
- Multiple electronic platforms

null Manage and prioritise multiple and competing work demands.

KEY RELATIONSHIPS

Who	Why
HITH Nurse Manager	To fulfil duties and responsibilities of the role as required.
HITH Management Team HITH NUMs, Allied Health, CNC, CNE, CNS and other clinical and administrative staff, NSLHD Corporate, ICT, Fleet and Workforce Services	To fulfil duties and responsibilities of the role as required.
NSLHD Performance Unit, Royal North Shore Hospital Corporate and Maintenance Services	To fulfil duties and responsibilities of the role as required.
Patients and carers Local and Specialist Medical Officers Community health and non-health service providers NSLHD Community and consumers	To fulfil duties and responsibilities of the role as required.

SELECTION CRITERIA

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 executive assistant administrative skills at an advanced level with high level problem solving.
3. Demonstrated ability to work in a team environment and to provide administrative support to HITH Service Manager.
4. Advanced understanding of CERNER platforms, Microsoft Word, Excel, Power Point, Access and Publisher, electronic procurement and corporate systems and experience with quality assurance tasks that ensure data integrity in an electronic database.

null Demonstrated fast and accurate data entry skills, with a high level of attention to detail.

null Demonstrated excellence in providing customer service, problem solving / conflict resolution skills.

null Demonstrated excellent written and oral communication skills with ability to meet deadlines, with superior time management and prioritisation skills.

null Holds current NSW drivers license