

POSITION DESCRIPTION

Administrative Officer Virtual Care Service



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
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 purpose of this position is to provide efficient and streamlined administrative support to the General Manager and executive team for programs and initiatives undertaken by Northern Sydney Virtual Care Service (NSVCS) as directed.

The incumbent will be expected to have experience in providing administrative and project support including but not limited to creating, filing and management of confidential documents; coordination of meetings and diaries; preparing and documenting meeting records, project reporting.

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.



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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

- Provide high level administrative and project support to the NSVCS leadership and management team.
- Manage the Executive team office diary appointments, records and correspondence, coordinate meeting arrangements, schedule and support meetings to ensure effective management of meeting records.
- Draft and prepare correspondence, agendas, minutes, presentations and briefing notes to support the achievement of NSVCS business requirements.
- Gather, collate and provide background information for the NSVCS to support informed decision making and planning.
- Maintain and update administrative and project procedures, practices and systems to improve efficiency and project outcome delivery.
- Assess and prioritise requests to facilitate optimal use of the NSVCS time and resources.
- Maintain and update the NSVCS website and intranet page as required.

KEY CHALLENGES

- Managing competing priorities and providing consistently high levels of support, given heavy workloads, short deadlines, and the need to maintain confidentiality and act with discretion.
- Maintaining effective communication with different stakeholders including but not limited to the NSLHD Clinical Services, internal and external partners.

KEY RELATIONSHIPS

Who	Why
NS VCS Executive	Escalate issues and receive instructions, receive and clarify guidance and instructions; report on progress against work plans.
NSLHD Clinical Services	Manage the flow of information; seek clarification and provide advice and responses; respond to queries; identify needs, communicate service and redirect, escalate or resolve issues.
NSW Ambulance, Sydney Health Partners, Primary Health Networks, Private Hospitals and GP's	Work collaboratively & in partnership on strategic priorities and initiatives related to patient care and outcomes in the community.
Ministry of Health, University Research & Academic Partners & other LHD's	Manage the flow of information; seek clarification and provide advice and responses; respond to queries; identify needs, communicate service and redirect, escalate or resolve issues.

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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 high level office management and organisational skills, with previous experience in supporting an executive team, clinical projects and initiatives, managing staff schedules and minute taking of meetings.
3. Ability to organise self and prioritise work load with conflicting and critical deadlines.
4. Demonstrated high standard of written and oral communication skills with the ability to work independently and within a team environment.
5. Substantial expertise in the use and management of a wide variety of computer applications, electronic systems and databases, including; MS Suite (including Teams), web based programs, Health Roster, eMR, ROB, ORACLE etc.
6. Meticulous attention to detail to ensure accurate record keeping, data collection and entry with ability to handle confidential information with the utmost discretion.
7. Self-motivated with proven initiative to problem solve, triage issues and make informed decisions independently with limited guidelines.
8. Positive, 'can-do' attitude with a willingness to contribute to the overall goals of the NSVCS.