

# Position Description



<b>Facility/Service</b>	South Eastern Sydney Local Health District, Mental Health Services
<b>Department</b>	Office of the General Manager
<b>Manager</b>	Senior Executive Officer, Mental Health Service
<b>Position Number</b>	TBC
<b>Cost Centre</b>	TBC

## Section 1 – Role Details

Contains key information about the role. Fields marked with asterisk (\*) are mandatory

<b>Does this role require Job Demand Check List?</b>	YES	<i>All positions require a Job Demand Checklist to be completed</i>
<b>Position Description Title *</b>	Administration Officer	
<b>Does this role require Multiple Awards? Specific classifications (if applicable):</b>	NO	If Yes, Please list each Classification and grade below
<b>Award*</b>	Health Employees Administrative Staff (State) Award	
<b>Position Classification*</b>	Administrative Officer Level 4	
<b>Job Category Coding (ROB)*</b>	Administration & Health Records	
<b>Job Classification Coding (ROB)*</b>	Administration	
<b>Speciality Coding (ROB)</b>	N/A	
<b>Does this require Senior Executive Level Standards?</b>	NO	
<b>Does this role manage or supervise others?*</b>	NO	
<b>Primary Purpose of the role*</b> A concise summary of the primary purpose of the role, answering the question: "Why does this role exist?"	<i>(Mandatory)</i>	The vision for South Eastern Sydney Local Health District (SESLHD) is 'exceptional care, healthier lives'. SESLHD is committed to enabling our community to be healthy and well, and to providing the best possible compassionate care when people need it. SESLHD is committed to improving the care provided to our patients in line with our vision of Working together to improve the health and wellbeing of our community.
	<i>(Free Text)</i>	This role provides a range of administrative and clerical support services to enable the Child & Adolescent Mental Health Service (CAMHS) and broader Mental Health Services to achieve objectives in a timely, reliable and efficient manner.

## Section 2 – Key Accountabilities

Describe what is expected of the position and express the end results required of the position. Each accountability statement should comprise a responsibility and an expected outcome. This part of the position description describes "what" is performed and "why" it is performed.

<b>Standard Key Accountabilities*</b>	<i>(Free Text)</i>	<ul style="list-style-type: none"> <li>Provide high level administrative and clerical support services, monitoring work priorities and workflow to ensure delivery of efficient and effective patient/client focused services.</li> <li>Respond to enquiries providing information and referring enquiries</li> </ul>
---------------------------------------	--------------------	---

		<ul style="list-style-type: none"> <li>• Draft accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with SESLHD policies and procedures</li> <li>• Utilise records management system and create, store, retrieve and archive files to ensure the accurate and safe storage of information</li> <li>• Monitor and evaluate administrative processes, systems and procedures to improve office efficiency and ensure the delivery of quality service to internal and external clients</li> <li>• 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.</li> <li>• Maintain responsibilities for personal and professional development by participating in training/education activities, and performance reviews in order to continuously improve the level and quality of service</li> <li>• All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.</li> </ul>
--	--	--

### Section 3 – Key Challenges

This section describes the complexity of the job, the influences on it, and the influence that it has. The Key Challenges should not restate the Key Accountabilities. We recommend not to have more than 2-3 "Key Challenges" in total. Write two or three sentences concise statements

<b>Challenges</b>	<ul style="list-style-type: none"> <li>▪ Maintaining current knowledge of the frequently changing policies and procedures</li> <li>▪ Managing competing priorities and high volumes of work given often limited resources</li> <li>▪ Attending to the wide variety of day to day administrative tasks resolving them on behalf of the Manager of the unit/department</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>▪ Work under limited direction and guidance with regard to work priorities</li> <li>▪ Exercise judgement in selecting and applying established principles, techniques and methods</li> <li>▪ Escalate more complex issues outside the scope of their position description to the manager</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ The Administrative Officer is required to communicate regularly with internal and external stakeholders</li> </ul>

### Section 4 – Key Relationships

The key Internal/External stakeholders and customers the role is expected to interact with routinely, rather than periodically. Concentrating on those communication requirements that are critical to the achievement of the role's primary objective(s).

<b>Key Internal Relationships</b>	<b>Who?</b>	Senior Executive Officer
	<b>Why?</b>	To effectively carry out their duties
	<b>Who?</b>	CAMHS Clinical Director, Clinical Operations Manager and wider team
	<b>Why?</b>	To effectively carry out their duties and promote positive culture
<b>Does this role routinely interact with external stakeholders ?</b>		YES
	<b>Who?</b>	Clients/Patients

<b>Key External Relationships</b>	<b>Why?</b>	To provide high end customer service and patient care
	<b>Who?</b>	
	<b>Why?</b>	
<b>Is this a Public Senior Executive Role which manages relationship at the Ministerial level?</b>		NO

### Section 5 – Staffing/Responsible for

Number of direct and indirect reports to position.

Direct Reports	N/A
Indirect Reports	N/A

### Section 6 – Financial Delegation

Note either “as per delegation manual” or “other”, if selecting other specify the monetary value of the financial delegation (eg \$5,000.00).

As per delegation manual	as per delegation manual
Other \$	as per delegation manual

### Section 7 – Essential Requirements

Information (where relevant) about essential role requirements, such as: whether the role is identified, qualifications requirements, employment screening checks, licence requirements etc.

<b>Other Requirements</b>	<i>(Mandatory)</i>	<ul style="list-style-type: none"> <li>All staff are required to complete and submit a Pre-employment Health Declaration Form</li> <li>Dependant on position applied for you will need to complete/provide a Working with Children Check (WWCC), National Police Check (NPC) and/or Aged Care Check</li> <li><i>Staff who do not supervise others (delete if not applicable):</i> You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies, procedures and training relating to work health, safety and wellbeing, including identifying and notifying any safety incidents, injury, hazards, risks, concerns or unsafe behaviour to the manager and reporting these in the SESLHD IMS+ safety reporting system within 24 hours.</li> </ul>
	<i>(Free Text)</i>	

### Section 8 – Selection Criteria

The selection criteria should be based on the accountabilities that have been identified for the position and are used to make sound and fair selection decisions. Please add all standard selection criteria in to separate Selection Criteria boxes.

1	Demonstrated experience in providing high level administrative support in a demanding environment.
2	Demonstrated ability to write reports, documents and correspondence
3	Demonstrated high level interpersonal and verbal communication skills and the ability to respond and work with a range of stakeholders
4	Demonstrated high level organisational skills including the ability to prioritise and monitor workflow.

5	Demonstrated proficiency in the use of computers and standard office software packages and the ability to learn new systems as required
6	Demonstrated ability to contribute to improvements in administrative practices and procedures
7	Ability to work independently and as part of a team
8	

### Section 9 – Other Requirements (Optional)

Other requirements are to be populated where audit essential requirements have been identified in the position.

<b>Other Requirements</b>	<i>(Mandatory)</i>	<ul style="list-style-type: none"> <li>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</li> <li><i>Staff who supervise others (delete if not applicable):</i> Recruit, coach, mentor, and performance develop staff, to develop the capabilities of the team to undertake changing roles, responsibilities and to provide for succession within the unit</li> <li><i>Staff who supervise others(delete if not applicable)::</i> Manage delegated financial responsibilities, through the development and maintenance of appropriate strategies and effective allocation of resources, to ensure optimal health outcomes are managed within budget</li> </ul>
	<i>(Free Text)</i>	

### Section 10 – Disqualification Questions

Disqualification questions are questions that relate to mandatory requirements for a position. These are requirements that should prevent a candidate from submitting an application. Desired requirements can be added as pre-screening questions.

<b>Disqualification Questions</b>	<i>Currently Unavailable</i>
-----------------------------------	------------------------------

**Section 11 – Capabilities for the Role – Currently NOT being utilised for Admin roles in Health**

The capabilities (i.e. the knowledge, skills and abilities) for the role are obtained from the NSW Public Sector Capability Framework and any relevant occupation specific capability set.

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

Select at least one Focus Capability from each Capability Group. A minimum of 4 and a maximum of 10 Focus Capabilities should apply to a role. If the role contains People Management capabilities, a minimum of 5 Focus Capabilities should apply.

Capability Group	Focus?	Capability	Level
Personal Attributes	<input type="checkbox"/>	Display Resilience and Courage	Choose an item.
	<input type="checkbox"/>	Act with Integrity	Choose an item.
	<input type="checkbox"/>	Manage Self	Choose an item.
	<input type="checkbox"/>	Value Diversity	Choose an item.
Relationships	<input type="checkbox"/>	Communicate Effectively	Choose an item.
	<input type="checkbox"/>	Commitment to Customer Service	Choose an item.
	<input type="checkbox"/>	Work Collaboratively	Choose an item.
	<input type="checkbox"/>	Influence and Negotiate	Choose an item.
Results	<input type="checkbox"/>	Deliver Results	Choose an item.
	<input type="checkbox"/>	Plan and Prioritise	Choose an item.
	<input type="checkbox"/>	Think and Solve Problems	Choose an item.
	<input type="checkbox"/>	Demonstrate Accountability	Choose an item.
Business Enablers	<input type="checkbox"/>	Finance	Choose an item.
	<input type="checkbox"/>	Technology	Choose an item.
	<input type="checkbox"/>	Procurement and Contract Management	Choose an item.
	<input type="checkbox"/>	Project Management	Choose an item.
People Management	<input type="checkbox"/>	Manage and Develop People	Choose an item.
	<input type="checkbox"/>	Inspire Direction and Purpose	Choose an item.
	<input type="checkbox"/>	Optimise Business Outcomes	Choose an item.
	<input type="checkbox"/>	Manage Reform and Change	Choose an item.

## Section 12 – Job Demands Checklist – MUST be completed as relevant to the role

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment.

<b>PHYSICAL DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Sitting – remaining in a seated position to perform tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes	Occasional
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Occasional
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Occasional
Leg/Foot Movement – use of leg and/or foot to operate machinery	Occasional
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9 kg)	Occasional
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	Not Applicable
Lifting/Carrying – heavy lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward or raised above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Infrequent
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Infrequent
Hand and Arm Movements – repetitive movements of hands and arms	Frequent
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands	Occasional
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)	Occasional
<b>SENSORY DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)	Frequent
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Frequent
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Frequent
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Not Applicable
Touch – use of touch is an integral part of work performance	Frequent
<b>PSYCHOSOCIAL DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Distressed People – e.g. emergency or grief situations	Infrequent
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Infrequent
Unpredictable People – e.g. dementia, mental illness, head injuries	Infrequent
Restraining – involvement in physical containment of patients/clients	Not Applicable
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies	Infrequent
<b>ENVIRONMENTAL DEMANDS - Description (Comment)</b>	<b>FREQUENCY</b>
Dust – exposure to atmospheric dust	Infrequent
Gases – working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes – exposure to noxious or toxic fumes	Infrequent
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Not Applicable
Hazardous Substances – e.g. dry chemicals, glues	Not Applicable
Noise – environmental/background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting – risk of trips, falls or eyestrain	Infrequent
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Infrequent
Confined Spaces – areas where only one egress (escape route) exists	Not Applicable

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

### Word Counts

Section 1	<i>Position Title</i>	200 characters
	<i>Primary Purpose of the Role</i>	3400 characters
Section 2	<i>Standard Key Accountabilities</i>	3500 characters
Section 3	<i>Key Challenges – Challenges</i>	1000 characters
	<i>Key Challenges – Decision Making</i>	1000 characters
	<i>Key Challenges – Communication</i>	1000 characters
Section 4	<i>Key Relationships – Who (each)</i>	200 characters
	<i>Key Relationships – Why (each)</i>	500 characters
Section 7	<i>Essential Requirements</i>	3500 characters
Section 8	<i>Selection Criteria (each)</i>	1000 characters
Section 9	<i>Other Requirements</i>	3800 characters
Section 10	<i>Disqualification Questions</i>	200 characters