

POSITION DESCRIPTION

NSLHD - Administration Officer (Level 5)



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
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 Administration Officer will manage the provision of accurate, timely and efficient high level administrative and customer support to the department to support the achievement of the departments set goals.

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 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.



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KEY ACCOUNTABILITIES

Level Specific Responsibilities

The Administration Officer will manage physical and financial resources to ensure the delivery of services or the successful completion of a project. The Administration Officer will assist in the decision making across a number of areas and in the review of operational systems. The incumbent will work with little formal guidelines, usually under limited direction as to work priorities and the detailed conduct of the task. The Administration Officer will manage conflict of resources or priorities. The incumbent will exercise independent action within constraints set by senior management. The Administration Officer is required to exercise advanced skills and knowledge in respect of pay office functions and check subordinates work.

Education, Training and Research

The Administration Officer will maintain an up-to-date knowledge of clinical service delivery whilst preserving professional competency standards and ethics. The Administration Officer will complete all mandatory training and attend any lectures, tutorials, programs and development activities that management deems necessary. Part of the responsibility of the Administration Officer is to assist with the education and training of staff within the unit. The incumbent must develop and maintain a continuous program of self-improvement in conjunction with the Head of Department.

Information Management

It is the responsibility of the Administration Officer to comply with and maintain access to relevant data bases and information systems. The incumbent must check their work email on a daily basis and reply to queries in a timely fashion.

Safe Practice and Environment

The Administration Officer will work according to the Departmental safe work methods and guidelines. The incumbent must adhere to all NSWHealth and NSLHD Policies and Procedures.

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.

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KEY RELATIONSHIPS

Who	Why
Management	To report on day to day tasks and any issues.
Relevant NSLHD Department Staff	Communication purposes, to ensure a high level of service.
Administration Staff	Communication purposes, to ensure a high level of service.
Patients, Carers, Visitors and Staff	To build a friendly rapport.
External Service Providers	To share information.

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 ability to work independently as well as part of a team.
3. Highly professional phone manner and excellent communication and interpersonal skills.
4. Ability to be self-motivated with good time management skills.
5. Excellent oral and written communication skills.
6. Well-developed computer skills including accurate data entry skills.
7. Demonstrated flexibility with work duties and location.

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Job Demands for: NSLHD - Administration Officer (Level 5)

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>
<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>

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<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Frequent</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Infrequent</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Infrequent</p>	

Sensory Demands

<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Frequent</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Infrequent</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Frequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Frequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Frequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p>Exposure to Distressing Situations - e.g. child</p>	

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abuse, viewing dead/mutilated bodies	
Not Applicable	

Environmental Demands

<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Infrequent</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>
<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Infrequent</p>