

POSITION DESCRIPTION

NSLHD - 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 Administration Assistant
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.

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.

You must ensure you abide by the NSW Health Code of Conduct, this includes supporting, cultivating, and participating in a respectful work culture without aggression, sexual harassment, discrimination and racism. You are encouraged to speak up if you observe or experience inappropriate work place behaviours. 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

General Responsibilities:

The Administration Officer will work under limited direction and guidance with regard to work priorities. The incumbent possesses organisational skills required to set priorities and monitor work flow in the area of responsibility. The Administration Officer will have the ability to write reports, documents and correspondence, including drafting complex correspondence for senior officers, accurately and clearly. The Administration Officer will exercise judgement, finding solutions through established methods and procedures. Investigation and evaluation of legislation, regulations, instructions or procedural guidelines will be carried out by the Administration Officer. The incumbent will delegate work



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to subordinates where appropriate and carry out inspection and monitoring functions to ensure outputs are of a high quality.

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.

KEY CHALLENGES

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

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

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Job Demands for: NSLHD - Administration Officer

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/hazardous materials</p> <p>Not Applicable</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Not Applicable</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Not Applicable</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Not Applicable</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Not Applicable</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>Not Applicable</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Not Applicable</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>Not Applicable</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Not Applicable</p>

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<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Not Applicable</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Not Applicable</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Not Applicable</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Not Applicable</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>Not Applicable</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Not Applicable</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>Not Applicable</p>	

Psychosocial Demands

<p>Distressed People - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</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>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</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>Not Applicable</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Not Applicable</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Not Applicable</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Not Applicable</p>