**Role Description**

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| **Job ad reference** | MI365681 EOI | **Closing date** | Monday 15 March 2021 |
| **Role title** | Administration Officer | **Classification** | AO3 |
| **Status** | Temporary full-time (Commencing 23 March 2021  up to 31 January 2022) | **Salary** | $2507.80 - $2802.90 per fortnight |
| **Unit/Branch** | Normanton Hospital | **Contact name** | Katherine Stock |
| **Division/Hospital** | North West Hospital and  Health Service (NWHHS) | **Contact number** | (07) 4745 2100 |
| **Location** | Normanton  *Service delivery may require this role to work across other locations within the NWHHS.* | | |

**Your opportunity**

* To provide efficient and effective administrative support to patient/client, staff and external agencies as directed by line supervisor or senior staff and in accordance with relevant task list.
* To be part of a team that actively contributes to patient safety by following policies, procedures and protocols of the North West Hospital and Health Service.
* To support continued improvement of health services by always participating in quality improvement opportunities.

**Normanton Hospital and Community Health** offers service to the patient catchment from the townships of Normanton and Karumba. In addition to this patients attend from other surrounding towns, stations and vessels in lower gulf waters. A range of services are offered including, but not limited to Accident and Emergency treatment, general inpatient services, outpatient clinics, visiting specialist clinics while working collaboratively with community health and other service providers in this area. The township of Normanton offers the ‘outback’ experience, a laid back lifestyle while providing access to everyday needs and easy access to recreational activities ranging from sports, outdoor activities and social groups.

Employees are encouraged to research the Normanton area (see suggested web sites below) to gain knowledge of the environment in which they will be situated in. Please contact the Nursing Director (Normanton Hospital and Community Health) for any further information on ph. (07) 4745 2100.

[**www.carpentaria.qld.gov.au**](http://www.carpentaria.qld.gov.au/) **or** [**www.savannah-guides.com.au/**](http://www.savannah-guides.com.au/)

**Your role**

* Fulfil the responsibilities of this role in accordance with Queensland Public Service and North West Hospital and Health Service values as outlined below.
* All employees with the North West Hospital and Health Service are required to take reasonable care for their own safety, including carrying out work in accordance with the prescribed practices and procedures and in a manner that will not create health and safety hazards for either the employee or others in the workplace.
* Promote a safety-supportive culture and consistently apply evidence based practice.
* Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken in order to ensure high quality, safe, services and workplaces.
* Always consider the rights of the patients and other health care consumers.
* Documents and communicates all relevant information across the continuum according to organisational procedure and local work area requirements.
* Assume responsibility for self-development, utilising both internal and external staff development opportunities.
* Reception duties (both telephone, email and face to face contact) in accordance with relevant task list and may include switchboard, answering enquiries, arranging appointments and bookings, and the ability to provide assistance and advice to the staff and the public regarding the organisation of the hospital.
* Ability to carry out general office duties as determined by relevant task list that may include cash handling, mail sorting and distribution, maintenance of stock, data entry.
* Access and use a wide range of office equipment as designated by the relevant task list. Such equipment may include, computer, photocopier, facsimile, scanner, Dictaphone, ensuring that equipment is used safely and according to instructions.
* Keyboard skills and word processing presentation skills to ensure correspondence is accurate and professionally presented.
* Access and use a wide range of computerised information systems and software packages relevant to Queensland Health. Such systems may include HBCIS, LATTICE, FAMMIS, MDS, Excel and Word.
* Maintain strict confidentiality at all times to ensure the integrity of the Health Service.
* Monitor and maintain an effective records management system that ensures integrity and security of files, accurate information, and maintenance of documentation within the system.
* Actively participate in the continual monitoring and improvement of the service provided, and participate in performance and development process to ensure personal skills and abilities remain current.
* Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.
* Keep People Safe: Comply with reasonable Work Health and Safety instruction and cooperate with reasonable policy and procedures, including the Duties of Workers, Section 28, Work Health and Safety Act 2011 (QLD).
* Effectively engage with people and communities from Aboriginal and Torres Strait Islander and cultural and linguistically diverse backgrounds.

Deliver culturally responsive and safe care in line with the *Queensland Health Aboriginal and Torres Strait Islander Cultural Capability Framework 2010-2033* and *Queensland Health Workforce Diversity and Inclusion Strategy 2017-2022**.*

**Your employer – North West Hospital and Health Service**

The North West Hospital and Health Services (NWHHS) is responsible for the public sector health services in the North West region. The NWHHS covers an area of approximately 300,000 square kilometres and services many of the remote communities within North Western Queensland and the Gulf of Carpentaria.

The Health Service is responsible for the promotion and wellbeing of people within the service area and ensuring that health services are of a high quality, accessible to all and effective.

Other NWHHS Centres are:

| **Hospitals:** | **Primary Health Facilities:** | **Community Services:** | **Multipurpose Health Service:** |
| --- | --- | --- | --- |
| Doomadgee | Burketown | Cloncurry | Cloncurry |
| Mornington Island | Camooweal | Doomadgee | McKinlay Shire |
| Mount Isa | Dajarra | McKinlay Clinic |  |
| Normanton  Normanton | Karumba | Mornington Island |  |
|  |  | Mount Isa |  |
|  |  | Normanton |  |
|  |  |  |  |

**North West Hospital and Health Service Vision and Values**

The North West Hospital and Health Service is responsible for providing high quality hospital and healthcare to the communities of North West Queensland.  We embrace the need for change and make it work efficiently for the people of our region and our staff.  The efficient delivery of our core hospital and health business services is guided by the North West Hospital and Health Service mission:

*To be Queensland’s leading Hospital and Health Service delivering excellence in remote healthcare to our patients*

Our Values:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Innovation** | **Respect** | **Engagement** | **Accountability** | **Caring** | **Honesty** |
| We make things happen | We listen and learn from each other | We work together to involve our communities | We own our actions and behaviours | We treat people with kindness and look after each other | We are true to ourselves and others |

**Mandatory qualifications/Professional registration/Other requirements**

* In accordance with HR Policy B1, it is a mandatory condition of employment for this role to be vaccinated against, and remain vaccinated against:
  + - Measles
    - Mumps
    - Rubella
    - Varicella (chicken pox)
    - Pertussis (whooping cough)
    - Hepatitis B
* Further vaccinations/Tests may be required due to particular risks for a role:
  + - Hepatitis A: Healthcare workers who regularly provide care for Aboriginal and/or Torres Strait Islander children and plumbers or sewerage workers.
    - Tuberculosis: All new employees, including agency nurses and doctors, who will be working in clinical areas and students undergoing clinical placement in a Queensland Health facility must be assessed for their risk of Tuberculosis (TB) using the relevant TB risk assessment process.
    - Influenza: Roles that work in an Aged Care Facility in accordance with the Aged Care Direction (No.5).
* Your offer of appointment to this role is therefore conditional upon satisfactory documentary evidence of required vaccinations/immunity being provided prior to commencement and your consent and agreement to maintain vaccination as required by Queensland Health policy.

**How you will be assessed?**

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described above under ‘Your Role’, the ideal applicant will be someone who can demonstrate the following:

* Demonstrated communication skills of a high order incorporating the attributes of integrity, tact, ethical conduct, confidentiality and client interest.
* Ability to understand and react responsively to client expectations.
* Fundamentally understand systems, proactively looks for quality improvement opportunities and encourage staff to embrace changes to these systems.
* Organise, prioritise and coordinate workload and manage own time effectively, whilst remaining flexible to respond to changing needs.
* Ability to work autonomously to meet deadlines.
* Demonstrated clerical, administrative and secretarial support skills of a high standard. Excellence in typing skills and a demonstrated ability in the use of word processing/spread sheeting software to a highly competent standard.

**Your application**

Please provide the following information to the panel to assess your suitability:

* Your current CV or resume, including the names and contact details of 2 referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor
* A short response (maximum 2 pages) on how your experience, abilities, knowledge and personal qualities are relevant for the role, taking into account the key responsibilities and key attributes of the position.

Once completed, your application should be submitted online. Please use this direct link:

<https://smartjobs.qld.gov.au/jobtools/jncustomsearch.viewFullSingle?in_organid=15033&in_jnCounter=222110458>

If you unable to apply online please contact Employment Services on 1300 193 156.

**Additional Information**

* Applications will remain current for 12 months.
* Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
* Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt.
* Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
* All relevant health professionals, who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
* Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at <http://www.psc.qld.gov.au/library/document/policy/lobbyist-disclosure-policy.pdf>
* Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in section 571 of the *Workers’ Compensation and Rehabilitation Act 2003* (<http://www.justice.qld.gov.au/fair-and-safe-work/workers-compensation-and-rehabilitation/workers-compensation-and-rehabilitation-legislation/workers-compensation-and-rehabilitation-act-2003>

**ORGANISATIONAL CHART:**

