



Role Description

Job Ad Reference	H21CHQ372474	Classification	AO3
Role title	Administration Officer Mental Health Inpatient	Salary	\$2507.80 - \$2802.90 p.f.
Status	Temporary Full Time	Closing date	24 May 2021
Unit/Branch	Child & Adolescents Inpatient Units, Child and Youth Mental Health Service		
Division/ Hospital and Health Service	Children's Health Queensland Hospital and Health Service	Contact Name	Melinda Tarbuck, Admin Lead CYMHS
Location	South Brisbane	Contact Number	3310 9444

About Children's Health Queensland Hospital and Health Service

Children's Health Queensland Hospital and Health Service (CHQ HHS) is a recognised leader in paediatric healthcare, teaching and research. With a dedicated team of more than 4,500 people, our point of difference is in the way we provide care to children, young people and their families every day. This is through our steadfast commitment to providing patient and family-centred care at every level of our service and our continuous drive for service and operational excellence.

Our Vision

Leading life-changing care for children and young people - for a healthier tomorrow.

Our Purpose

To offer the best: safe, expert, accessible child and family-centred care for children and young people.

Our Values

Respect – teamwork, listening, support - *We listen to others*

Integrity – trust, honesty, accountability - *We do the right thing*

Care – compassion, safety, excellence - *We look after each other*

Imagination – creativity, innovation, research - *We dream big*

For further information please visit the [CHQ HHS](#) website.

About Child & Youth Mental Health Service

The Integrated Child and Youth Mental Health Service (CYMHS) provides complex secondary and tertiary level health care. CYMHS offers specialised mental health services for families with children and young people (birth to 18 years) who experience severe and complex mental health problems, and where their needs cannot be met by other services. CYMHS provides a comprehensive, recovery-orientated mental healthcare service that aims to improve the mental health and wellbeing of children and young people and their carer networks. Recovery principles are embedded into service delivery, culture and practice, providing consumers and their families, in collaboration with other services, access and referral to a range of programs that will support and sustain recovery. CYMHS combines hospital and community-based facilities to provide free consultation, assessment and treatment of children and young people experiencing serious mental health disorders and problems with their carer network.

Children's Health Queensland acknowledges that working in CYMHS is emotionally demanding work and supports staff well-being and self-care at an organisational and individual level.

Your Opportunity

The position of Administration Officer will:

- Coordinate the administrative functions of the Mental Health Inpatient areas.
- Respond to customer enquiries and provide timely and accurate information and assistance to clients and staff in order to facilitate effective and efficient service delivery within a hospital setting.

Your Role and Responsibilities

You will fulfil the accountabilities of this role in accordance with the CHQ HHS core values and as outlined below.

- Manage and priorities the administrative needs of the Mental Health Inpatient area under the advisement of the line manager.
- Respond to reception enquiries on the ward by answering all incoming telephone calls and ensuring accurate transfer of messages and information to support patients and their staff.
- Assist and direct visitors and staff on the ward by accessing patient information systems.
- Ensure the smooth functioning of the unit on a day to day basis and work autonomously.
- Input data into the mental health database (CIMHA) and maintain a high level of knowledge of CIMHA to give support and advice to members of the team. Accurately maintain and cleanse the CIMHA data to ensure currency and quality and support clinical staff to adhere to data entry guidelines.
- Provide support to clinicians in the administrative functions of managing clients under the Mental Health Act 2017. Perform administrative requirements for the Mental Health Act 2017 within the legislative timeframes and guidelines.
- Produce reports from a variety of information systems such as CIMHA, financial and HR Systems within the required timeframes.
- Maintain confidentiality and utilise tact and discretion
- Identify areas for improvement and recommend/implement enhancements to existing administrative practices.
- Liaise with other departments within Children's Hospital in the interest of Mental Health consumers
- Actively participate in a working environment supporting quality human resources management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.

- Develop a positive culture within Child and Youth Mental Health Division which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their health and wellbeing.

Position Reports To

The Administration Officer:

- Reports directly to the Team Leader for operational matters.
- Reports to the Admin Lead, CYMHS for professional issues.

Staffing and Budgetary Responsibilities

Nil

Qualifications/Professional Registration/Other Requirements

- There are no mandatory qualifications or requirements for this position. However, CHQ HHS values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.
- Knowledge of CIMHA, HBCIS, and Medi Records would be an advantage.
- A 'C' Class Driver's license is required.
- Queensland Health has introduced a pre-engagement screening policy that is another step towards protecting patients, employees and the wider community.
- Under this policy, this role has been assessed as requiring evidence of vaccination against the following vaccine preventable diseases:
 - Measles, Mumps, Rubella, Varicella (Chicken Pox), Pertussis (Whooping Cough);
 - Hepatitis B;
- Prior to any offer of employment being made, you will need to provide evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases.

How will you be assessed?

You will be assessed on your ability to demonstrate the following key attributes. Within the context of the '**Your Role and Responsibilities**' described above, the ideal applicant will be someone who can demonstrate the following:

- You will have demonstrated communication skills both written and verbal, negotiation and interpersonal skills in the management and support of a multidisciplinary environment and frontline client services.
- You will be experienced in or have the ability to rapidly acquire skills in the application of internal hospital information systems including Mental Health information systems and Microsoft Word and Excel.
- You will have the ability to resolve immediate problems within the scope of your role by referring to established precedents and defined processes.
- You will have the capacity to establish work priorities and meet deadlines when work priorities conflict.
- You will be experienced in providing general office and reception duties within a health care environment.
- You will be experienced in managing administrative requirements from a number of different teams within a similar health care setting.

Your Application

Please provide the following information for the Selection Panel to assess your suitability:

1. **A written response of no more than 2 pages** addressing your ability to meet the requirements of the role listed under 'How will you be assessed?' and within the context of the 'role and responsibilities'.
2. **Your current CV or resume**, including two referees that can attest to your performance and conduct in the workplace. 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. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.
3. **Application form** (only required if not applying online).

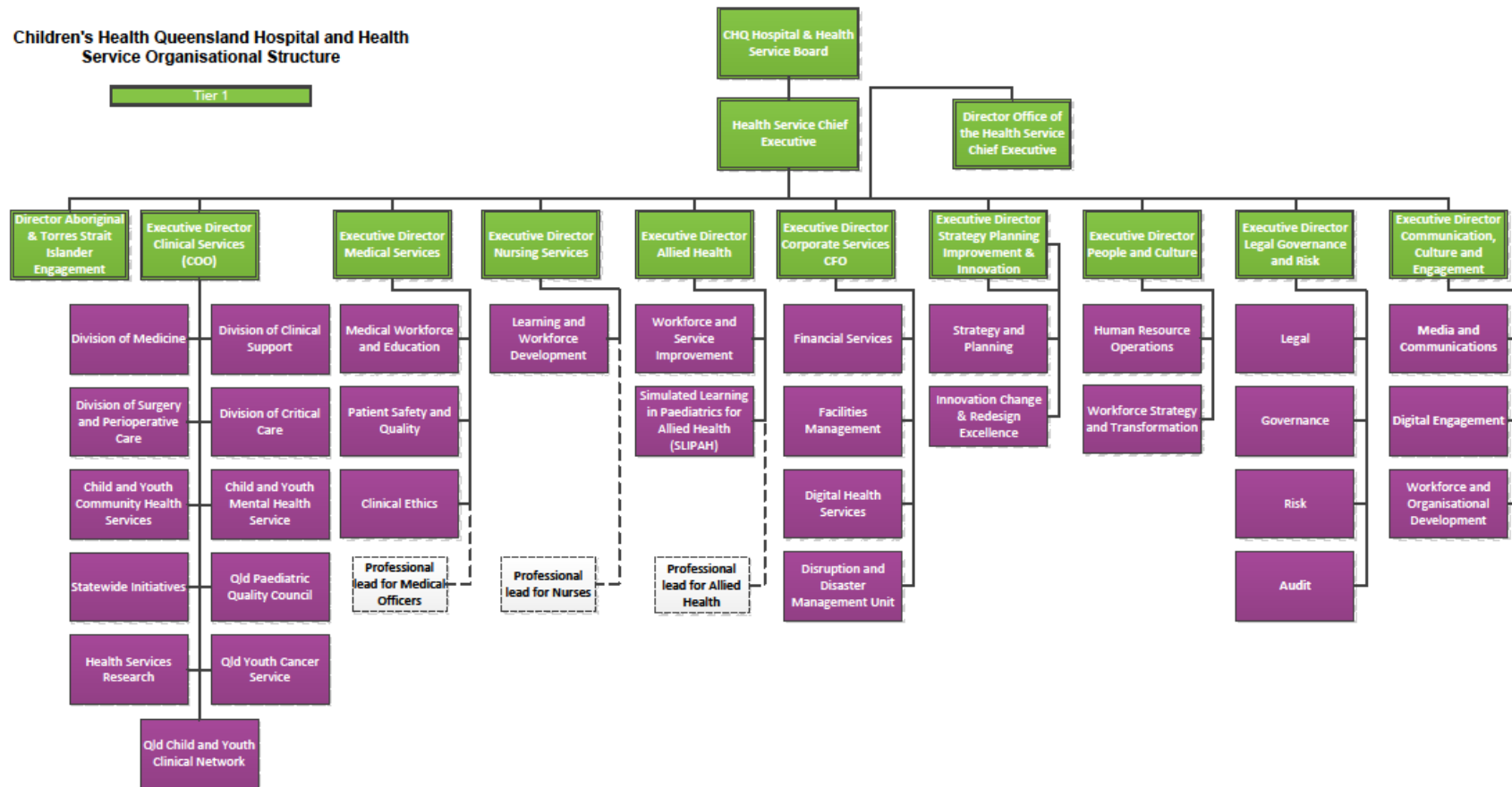
Additional Information for Applicants

- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits please refer to the attached Applicant Information and Guide or visit the [Queensland Health website](#).
- All relevant health professionals (including registered nurses and medical officers) 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.
- Pre-employment screening, including criminal history and disciplinary 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.
- Employees who are permanently appointed to CHQ HHS may be required to undertake a period of probation appropriate to the appointment.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#)
- 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](#).
- Hepatitis B vaccination or proof that you are not susceptible to hepatitis B is a condition of employment for all staff that will have direct contact with patients of who in the course of their work may be exposed to bodily fluids/blood or contaminated sharps.
- Roles that interact face-to-face with patients; or the work location is in a clinical area such as a ward, emergency department or outpatient clinic; or frequently or regularly requires attendance in clinical areas require evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases:
 - Measles, mumps, rubella (MMR)
 - Varicella (chicken pox)
 - Pertussis (whooping cough)
 - Hepatitis B

NOTE that subsequent evidence must be provided of future vaccination in respect of pertussis (whooping cough) as recommended in *The Australian Immunisation Handbook*.

- Travel may be a requirement.
- Applications will remain current for 12 months and may be considered for other vacancies which may include an alternative employment basis (temporary, full time, part time).

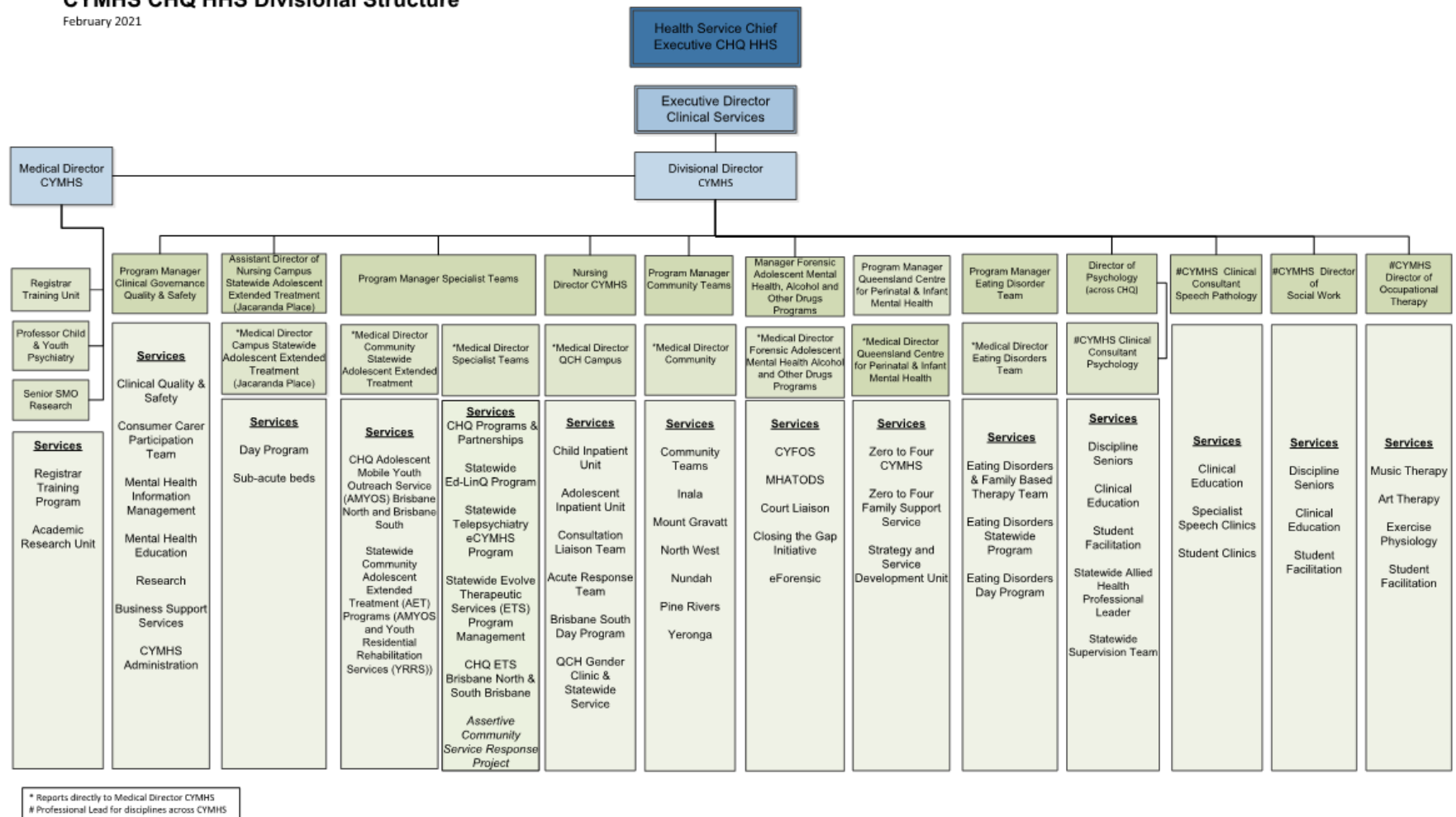
Children's Health Queensland Hospital and Health Service Organisational Structure



Current as of
March 2021

CYMHS CHQ HHS Divisional Structure

February 2021



QCH Campus Teams

