



Administration Officer – Casual Relief Pool

Job Ad Reference:	MSTP502664		
Status:	Casual / Temporary full time and part time (various positions available)		
Unit/Department:	Addiction and Mental Health Services		
Location:	Multiple Locations, Metro South Addiction and Mental Health Services, Metro South Hospital and Health Service <i>Please note: the successful applicant will be required to work across all sites and must be available to undertake shifts on all days.</i>		
Contact:	Rebecca Hennessy (07) 3089 4141	Salary range:	\$44.56 - \$49.56 per hour (casual) \$36.23 - \$40.29 p.h. (temp part time) \$2753.90 - \$3062.60 per f/night (f/t)
Classification:	AO3	Closing date:	Wednesday, 24 July 2024
Online applications:	https://metrosouth.health.qld.gov.au/job-vacancies		

Applications from third parties will not be accepted

Purpose of the role

- Respond to enquiries and provide information and assistance to staff, consumers/carers and visitors to facilitate effective service delivery within a Mental Health setting.
- The Administration Officer will provide intermediate level of administrative and secretarial support to Metro South Health ensuring efficiency and effectiveness at all times.
- This role is required to contribute to the continuous improvement of business processes and quality systems that enhance the functioning of the business areas.

Your key responsibilities

- Staffs are expected to be compliant with the timely and accurate input and collection of consumer related demographic information, diagnosis, outcomes collections and provision of service activity into appropriate applications. The data and information include the electronic entry and completion of documentation to meet legislative requirements, including Mental Health Act 2016 documentation, admissions, discharges and transfers.
- Fulfil the accountabilities and responsibilities of this role in accordance with Metro South's purpose and objectives, as outlined below.
- Ensure patients and other staff are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic and linguistic backgrounds.
- Commit to patient safety and quality in the delivery of health care by actively participating in safety and quality practices.

- Process documentation in hospital specific information systems such as HBCIS, S4HANA, leMR, Trendcare and Workbrain and provide reports relative to these systems using the Microsoft office suite.
- Complete general administration and secretarial duties including mail, typing, formatting, photocopying, data entry, filing (both manually and electronically) travel arrangements whilst maintaining a neat and tidy work area.
- HR / payroll work flows and processing, co-ordination of correspondence, recordkeeping, secretariat support, data management, financial reporting and diary and email management.
- Contribute to the organisation of meetings, interviews, training sessions and training days, including catering arrangements and room bookings
- Assist staff and clients in the work unit as requested and respond to general customer inquiries over the phone, email and in person including diary and email management for senior staff as instructed
- Establish effective working relationships with all levels of staffing within and external to the Health Service and manage competing work priorities and establish work targets in consultation with work units.
- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.

Mandatory qualifications, professional registration and other requirements

- Maintaining compliance with all mandatory training is an essential requirement of this position.
- This position requires the incumbent to operate a class C motor vehicle, and an appropriate licence endorsement to operate this type of vehicle is required. Proof of this endorsement must be provided before commencement of duty.
- Applicants must be available to undertake shifts on all days (Monday to Friday) and across all sites within Metro South Addictions and Mental Health Services.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
 - measles, mumps, rubella (MMR)
 - varicella (chicken pox)
 - pertussis (whooping cough)
 - hepatitis B
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 [Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#).

Are you the right person for the job?

How we do things is as important as what we do, therefore within the context of the responsibilities described under 'Your key responsibilities,' the ideal applicant will be someone who can demonstrate the following:

- High level of proficiency in reception and administrative duties, including keyboard and contemporary word processing and spreadsheets skills appropriate to the position.
- Ability to work autonomously and act as an effective member of a multidisciplinary team to provide an effective customer focused service.
- Problem solving skills, and the ability to perform duties on a day-to-day basis in the absence of decision makers.
- Ability to establish work priorities and meet deadlines when work priorities conflict.
- High level interpersonal skills and ability to communicate with staff at all levels within a large organisation, the general public and external agencies with the possession of tact, diplomacy and discretion.

How to apply

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

- **A short-written response** (maximum 1-2 pages, dot points acceptable) on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key responsibilities and meet the skill requirements of the role.
- **Your current CV or resume, including two referees.** You must seek approval prior to nominating a person as a referee.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact person.
- Applications will remain current for 12 months or for the duration of the vacancy. Future vacancies of a temporary, full time and part time nature may also be filled through this recruitment process.
- Only those persons eligible to work in Australia may be employed by Queensland Health. Prospective employees are required to provide proof of identity and documentary evidence of their [right to work in Australia](#).

Your employer

About Metro South Addiction and Mental Health Services

Metro South Addiction and Mental Health Services provides mental health care and addiction services to the largest culturally and linguistically diverse population in the state, and regions that have some of the highest population growth. We offer community mental health services, inpatient services and acute care services which may be undertaken in your home, in GP surgeries or in emergency departments. Services are provided for all age groups across a range of programs from child and youth, to adult, to older persons, to specialist programs. Our service will continue to provide high quality addiction and mental health care across Metro South.

Additional information on Metro South Addiction and Mental Health Services is available on the web site via <http://www.health.qld.gov.au/metrosouthmentalhealth>.

Metro South Health is [Australia's first digital health service](#) and one of the largest and in Queensland, with an estimated residential population of approximately one million people or 23 per cent of Queensland's population.

Metro South Health is situated in the South-East corner of Queensland from the Brisbane River in the north to the Redland City Council in the east, and to the Scenic Rim Shire down to the border of New South Wales in the south-west. It is the most culturally diverse area of Queensland with 28.5% of the community born overseas and 16% from non-English speaking countries.

Our ICARE² values of Integrity, Compassion, Accountability, Respect, Engagement and Excellence, shape our culture within Metro South Health. Our values guide our day-to-day decision making and are fundamental to what we care about as a health service, how we behave, how we interact with each other and provide care to the many patients who come through our doors every day.



INTEGRITY

We are authentic, truthful, and transparent, and strive for equity for all.



COMPASSION

We care for one another and ourselves with empathy, kindness and support.



ACCOUNTABILITY

We are accountable for our decisions, actions and behaviour.



RESPECT

We foster an environment of safety, civility, and inclusion.



ENGAGEMENT

We are one team working together to achieve our best outcomes.



EXCELLENCE

We empower each other and inspire innovation to deliver excellence.

We care about you



**Queensland
Government**

Workplace diversity

Metro South Health is committed to providing a diverse and inclusive workplace for our people and our community. We encourage people of all genders, races, ages and abilities to apply for roles within our Health Service and strive to ensure that our workplace is free from all forms of discrimination and harassment.

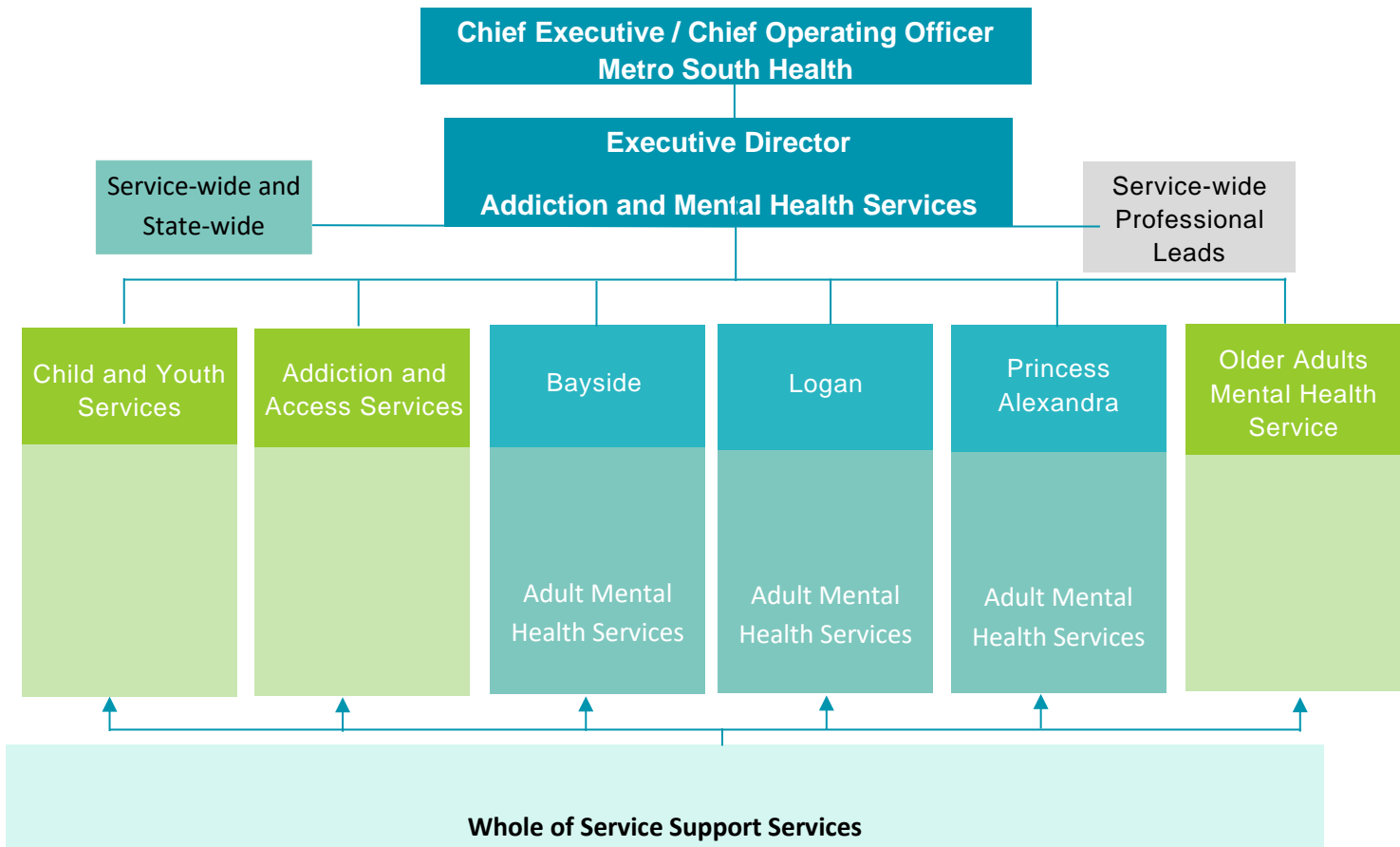
Flexible working arrangements

Metro South Health supports and encourages work-life balance for the mutual benefit of Metro South Health and its employees. Work-life balance is about a person's ability to manage their paid work commitments with their career goals, personal, community and cultural responsibilities. Through flexible working arrangements such as leave, flex time accrual or a reduction in working hours, there is an opportunity to match the individual's requirements with those of the workplace – delivering quality health services.

Additional information

For further information about this opportunity and the benefits and conditions of working at Metro South Health please refer to the **Information for Applicants** document attached with this SmartJobs advertised vacancy.

Organisational Structure



Service-wide Professional Leads includes:

- Medical
- Nursing
- Social Inclusion and Recovery
- Therapies and Allied Health

Whole of Service Support Services includes:

- Corporate Services
- Executive Services
- Finance Services
- Human Resources
- Mental Health Act
- Quality, Safety and Improvement Support Unit
- Research and Learning

AMHS Service-wide and State-wide Services includes:

- Consultation Liaison Services
- Deafness and Mental Health
- Post Graduate Training
- Transcultural Mental Health