



Aboriginal and Torres Strait Islander Talent Pool

The CHQ Aboriginal and Torres Strait Islander Talent Pool aims to increase employment opportunities and workforce representation, valuing the unique perspectives, skills, and experiences of Aboriginal and Torres Strait Islander peoples.

Role Description – Administration Officer (AO3)

Job Ad Reference	H23CHQ513140	Classification	AO3
Role title	Administration Officer	Salary	\$37.68 - \$41.90 per hour (temporary) \$46.35 – \$51.54 per hour (casual)
Status	Temporary full time Temporary part time Casual	Closing date	Ongoing
Unit/Branch	Children's Health Queensland Hospital and Health Service		
Division/ Hospital and Health Service	Children's Health Queensland Hospital and Health Service	Contact Name	CHQ Footprints Program
Location	Brisbane	Contact Details	CHQ_Footprints@health.qld.gov.au

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 Interprofessional team of more than 4,500 people, our point of difference is in the way we provide comprehensive care to children, young people and their families every day. This is through our steadfast commitment to providing person-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 improve the health and wellbeing of children and young people through world-class care, research, advocacy and leadership.

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.

Your Opportunity

The position of Administration Officer will:

- Provide administrative support within the CHQ HHS to enable functions to staff, patients and visitors to facilitate effective clinical service delivery.

Your Role and Responsibilities

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

Provide reception services, including:

- Greeting patients and their families and responding to their needs;
- Providing a professional telephony service;
- Providing directions and advice regarding locations of services/and/or patients within the facility;

Provide an efficient and professional administrative support, which includes:

- Managing, distributing and sorting correspondence;
- Providing secretariat tasks and functions;
- Undertaking administrative tasks to support patient flow, patient care and movements within the facility;
- Liaising with various departments with regards to resources required;
- Maintaining data integrity by checking all data in the patient information and billing systems and modifying/updating to ensure accuracy and compliance with policies and procedures;
- Maintain and provide support in accordance with policies and procedures for both medical and administrative records;
- Supporting revenue generation by participating in new initiatives across Children's Health Queensland Hospital and Health Services;
- Complying with relevant administrative organisational goals and KPIs;
- Provide administrative tasks for the management of referrals, appointments and audits as directed;
- Contribute to daily operations by anticipating and completing administrative requirements to support both staff and patients;
- Participate in Performance Appraisal and Development plans in conjunction with management team;
- Comply with and adhere to Queensland Health policies, procedures, standards and legislation relevant to the role and work area;
- Execute ethical decision-making in the achievement of departmental and organisational objectives;
- Prioritise workload effectively and perform duties responsibly in the absence of supervision;
- Manage and undertake specific administration duties as directed;
- Position may be required to work shift work (24 hour rotations) as per allocated assignments;
- Position may be required to work across all administrative positions at QCH including, but not restricted to, wards, Outpatient Clinics and Directorates and comply with the areas' roster requirements. This may include afternoon, evening, weekend shifts and some public holidays.
- Commitment and contribution to Aboriginal and Torres Strait Islander health equity reform, to Close the Gap by 2033, as underpinned by the CHQ Aboriginal and Torres Strait Islander Health Equity Strategy 2022 – 2025.

Position Reports To

- Relevant Administration Team Leader of the Ward/Department

Staffing and Budgetary Responsibilities

- Nil Requirements

Qualifications/Professional Registration/Other Requirements

- There are no mandatory requirements for this role; however knowledge of HBCIS, PractiX and experience working in a hospital/health industry would be an advantage.
- Queensland Health has a pre-engagement screening policy that is another step towards protecting patients, employees and the wider community.
- 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.
- 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
 - tuberculosis
- 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](#)).
- 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. (relevant to HHS)

How will you be assessed?

You will be assessed on your ability to demonstrate the following key attributes against our [values](#). Within the context of the '**Your Role and Responsibilities**' described above, the ideal applicant will be able to demonstrate the following:

- Sound written and oral communication skills with the ability to interact professionally, maintain confidentiality and communicate sensitively with all levels of staff, patients and the general public.
- Exceptional organisation and prioritisation skills and the ability to work autonomously to ensure efficient administrative outcomes.
- Proficiency in the application of internal hospital information systems such as HBCIS and PractiX in addition to Microsoft Word, Excel and Outlook.
- Knowledge or the ability to rapidly acquire knowledge of basic medical terminology to extract and interpret pertinent information from patient medical records and hospital information systems.

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.

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 Children, Youth Justice and Multicultural Affairs.
 - 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.
 - 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)
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 - 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](#)).
- 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).