



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 – Admin Lead AO4

Job Ad Reference	H23CHQ513140	Classification	AO4
Role title	Administration Lead	Salary	\$44.47 - \$49.00 per hour (temporary) \$54.70 – \$60.27 per hour (casual)
Status	Temporary full time Temporary part time Casual	Closing date	Ongoing
Division/ Hospital and Health Service	Children's Health Queensland Hospital and Health Service	Contact Name	CHQ Footprints Program
Location	South Brisbane	Contact Email	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](http://CHQHHS) website.

Your Opportunity

The position of AO4 Administrator will:

- Manage and provide leadership to the administrative staff
- Provide leadership, performance management, training, development and advice for the administrative staff, enabling the team to meet service deliverables in accordance with the strategic and operational plan.
- Support and contribute to the Divisional Leadership team to ensure service delivery and service improvement is in line with the strategic and operational priorities of the Division.

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 a high level of leadership and management of administration staff to ensure services are delivered within agreed timeframes, quality standards and budgetary constraints.
- Recruit, coach, mentor and performance manage administration staff
- Perform a range of management and administration tasks and monitor work priorities to ensure delivery of an efficient and effective consumer focused services aligned with strategic goals
- Lead and promote continual improvement in the administrative services as well as the division by reviewing work practices to ensure standards are met and continual improvement are maintained
- Build and maintain strategic relationships by liaising, consulting and negotiating with key internal stakeholders
- Develop and maintain appropriate strategies with the effective allocation of resources, to ensure optimal health outcomes are managed within budget
- Identify and operationalise opportunities to maximise administration output, as well as establish, monitor and report on KPIs related to the performance of services within the Division.
- Actively participate and contribute to the divisional leadership team to achieve the divisional and organisational commitments and goals
- Contribute to the strategic approaches of the Department and assist the Manager in developing and implementing strategic initiatives that enhance the quality of service for people
- Provide financial reports and advice
- Develop, implement and review procedures, standards and systems to ensure the efficient delivery of administrative and business support with the overall performance
- Validate and reconcile monthly electronic and manual accounts using S4/HANA and other network and local systems
- Assist the Manager by developing systems and ensure KPI's are captured for efficient reporting
- Actively participate in a working environment supporting quality human resources management practices including employment equity, anti-discrimination, work, health and safety, and ethical behaviour
- Develop a positive culture which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their health and wellbeing.
- 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

- Director, Administration Services

Staffing and Budgetary Responsibilities

- The position has line management responsibility as per the attached organisational structure.
- The position has delegations in accordance with the CHQ HHS Delegations Manual for financial and human resources.

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.
- Although not mandatory, proven experience in managing and leading an administrative workforce in a diverse and demanding clinical setting would be highly desirable.
- Queensland Health has a pre-engagement screening policy that is another step towards protecting patients, employees and the wider community.
- 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)
- 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](#)).

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:

- Experience in a healthcare environment in a management capacity, with the ability to ensure targets and business outcomes are reached with excellent analytical skills on service performance including financial, organisational compliance, risk and outcome measures.
- High level management, communication, negotiation and interpersonal skills that allow you to build and maintain positive working relationships with team members and liaise effectively with a diverse range of clients and stakeholders, including senior staff and external providers.
- Proven capacity to work both independently and as a member of a team, ability to cope in a high-volume environment, consistently meet deadlines and adapt to change using initiative, organisation and planning, time management and problem-solving skills.
- Demonstrated high level analytical and problem-solving skills that lead to the development of innovative solutions to workplace issues.
- An understanding of contemporary Human Resource Management issues including Workplace Health and Safety, Equal Employment Opportunity, and Anti-Discrimination Principles.
- Proven quality improvement initiatives that have had positive outcomes for patients and families within a healthcare environment.

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 Department of Child Safety, Seniors and Disability Services.
- 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)
 - varicella (chicken pox)
 - pertussis (whooping cough)
- 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).