



# Role description

## Role Details

<b>Job ad reference</b>	Expression of Interest
<b>Role title</b>	Administration Officer – Expression of Interest
<b>Status</b>	Temporary full time Temporary part time Casual
<b>Location</b>	Gold Coast  Note that this position may be required to work throughout the Gold Coast Hospital and Health Service and that the positions primary work location may change based on operational requirements.
<b>Unit/Branch</b>	Administrative Workforce Relief Team – Casual Pool
<b>Division</b>	People and Operations Gold Coast Hospital and Health Service
<b>Closing date</b>	Ongoing Applications will remain current for the duration of the vacancy
<b>Classification</b>	AO3
<b>Evaluation ID</b>	V20008110
<b>Salary</b>	\$2 864.10 - \$3 185.10 per fortnight \$37.68 - \$41.90 per hour \$46.35 - \$51.54 per hour (casual)
<b>Contact name</b>	Administration Workforce Relief Coordinator
<b>Contact number</b>	(07) 5687 4048
<b>Online Applications</b>	<a href="http://www.smartjobs.qld.gov.au">www.smartjobs.qld.gov.au</a>

## Purpose of the Role

The Administrative Workforce Relief Team provides AO3 temporary and casual administration officers for placement within Gold Coast Hospital and Health Service.

Administration Officers will be required to contribute to the operation of the support services area within the Gold Coast Hospital and Health Service, by providing an administrative service and ensuring a high level of data integrity and accurate recording of information.

## Our Values

Gold Coast Hospital and Health Service is committed to its six guiding principles which are at the core of all positions and articulate the behaviours that are required when working within the Health Service:



Whilst we implement our strategic objectives to be recognised as a centre of excellence for world class health care, our [values](#) provide the framework to focus our individual behaviours and performance outcomes.

## Health Equity and Racism

Gold Coast Health is committed to improved health equity for Aboriginal and Torres Strait Islander peoples in our community as presented in our [Reconciliation Statement](#). It is expected that all Gold Coast Health staff as a valuable member of the Gold Coast Health workforce, contribute to the health equity agenda. Please visit our [website](#) for additional information.

## Organisational Alignment

Gold Coast Health has a Core Capability Framework (CCF) with five core capability groups; Personal Attributes; Building Relationships, Results Focused, Business Enablers, Leadership and People Management. Under each of the five capability groups, individual capabilities are identified which are essential to drive performance excellence across our workforce. Below outlines the five core role capabilities required to deliver against the key duties and accountabilities of this role, however, all capabilities listed within the framework remain essential in order to successfully perform at Gold Coast Health.

Capabilities are aligned to Leader Profiles; Leading Self, Leading Others, Leading Leaders and Leading Executives. The Leader Profile and Core Capabilities for this role are detailed below. Visit the [Core Capability Framework](#) (CCF) for further detail.

**Leader Level:** Leading Self

### Core Role Capabilities

Personal Attributes	Individual behaviours influenced by our values and ethical compass	Leading Self   Act with Integrity - Work within the limits of level and delegation, acknowledging mistakes, seeking guidance and upholding ethics
Build Relationships	Shape and maximise relationships with colleagues, patients and the community	Leading Self   Demonstrate Community Awareness - Demonstrate an awareness of Gold Coast Health services and community commitment, replicating our social conscious when interacting with others
Results Focused	Drive and influence successful organisational outcomes	Leading Self   Deliver Results - Deliver against results, taking ownership of requirements, seeking input, managing timelines, providing feedback and sharing knowledge
Business Enablers	Boost effective service delivery and champion change management	Leading Self   Leverage Technology - Demonstrate understanding of the use of technology, complying with policies and protocols
Leadership and People Management	Inspire, engage and build our workforce	Leading Self   Manage Through our Values - Model desired behaviours, values and ethics in work practices, focussing on excellence in delivery of services

## About the Unit/Service Line

The Administrative Relief Pool will facilitate all AO3 temporary contracts and placements.

If you are placed on a temporary contract your key duties may include but are not limited to the below.

## Key Duties and Accountabilities

Fulfill the responsibilities of this role in accordance with Queensland Public Service, the Gold Coast Hospital and Health Service (GCHHS) values.

- Comply with the [Code of Conduct for the Queensland Public Service](#) and all policies and procedures.
- Comply with the [National Safety and Quality Health Service Standards](#) and the Gold Coast Health [Clinical Governance Framework](#) in all areas of your practice.
- Provide secretarial and administrative support to the Business Area including: monitoring, prioritizing, actioning incoming correspondence, emails and reports, answering resolving all phone calls.
- Complete general administration duties including the filing of all paperwork, patient bookings, typing, photocopying, collection of all relevant patient data forms, monitoring and ordering of non-clinical supplies, routine up keep of the reception area.
- Effectively organise meetings/events as required including the typing and distribution of meeting schedules, agendas and secretariat duties in a timely manner.
- Maintain efficient administrative record management processes and systems, prioritising workload effectively.
- Review data quality audit reports and disseminate to appropriate team member.
- Manage own workload, prioritising daily tasks ensuring work is completed within designated time frames.
- Assist in the preparation of documentation and processes as directed by Line Managers.
- Assist with any operational tasks as requested by the Administration Coordinator.
- Assist front line areas during periods of staff absences and increases in service demand as requested by the Administration Coordinator.
- Organise maintenance requirements for the work area as well as monitoring repairs of office equipment.
- Collate and complete the stores and stationary ordering for the units.
- Proven ability to work effectively both independently and as part of a collaborative team and meet required deadlines.
- Proactively contribute to the effective operation of the administration service by developing positive and collaborative working relationships to improve administrative work processes associated with work area planning and resolution of issues within the scope of this role.
- Attend training course in consultation with the Administration Workforce Relief Team.
- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Employees who are appointed to the GCHHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

## Mandatory Qualifications / Professional Registration / Other Requirements

- 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 in this role for new employees to GCHHS to undertake a tuberculosis screening, to identify if the tuberculosis vaccination may be required in accordance with the Queensland Health Protocol.

## How to Apply

Please submit the following for the panel to assess your suitability:

- Your **resume**, including a comprehensive employment history, the qualifications you hold and the contact details for at least two referees (Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years).
- A **cover letter** (no more than 2 pages) outlining your suitability for the role. In your response, please address the Core Role Capabilities listed under 'Organisational Alignment' using recent examples of your experience, aligned to the 'Key Duties and Accountabilities' for the role, listed above.

**Submit your application via** [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

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](#).

Hand delivered applications will not be accepted.

Late applications cannot be submitted online. For a late application to be considered, please contact Recruitment on [Recruitment\\_GoldCoast@health.qld.gov.au](mailto:Recruitment_GoldCoast@health.qld.gov.au).

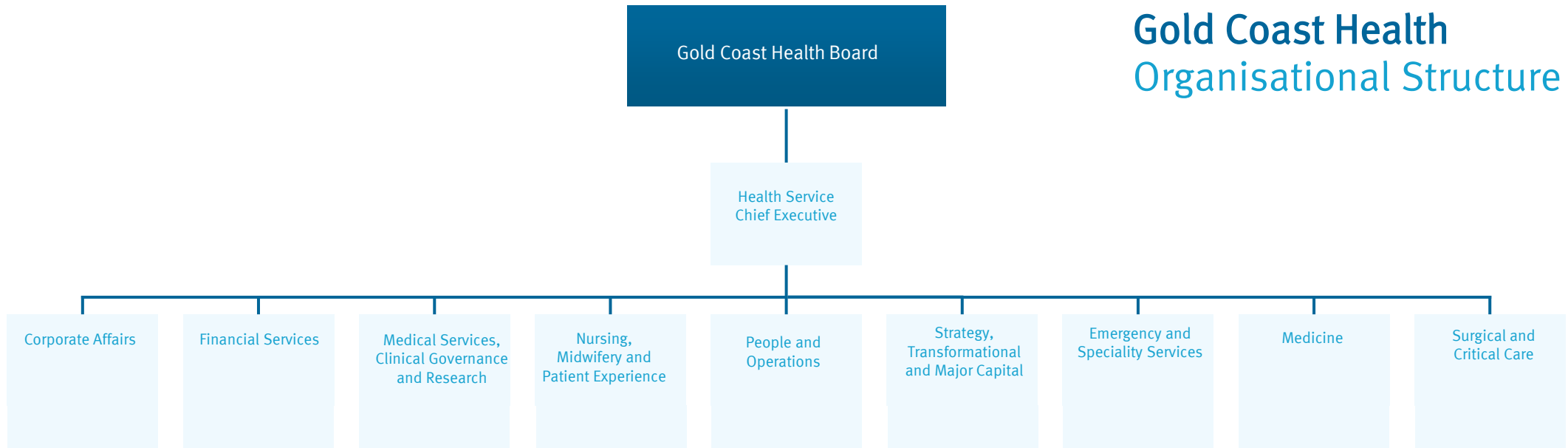
Gold Coast Health is committed to providing an accessible, inclusive work environment. Please contact the nominated person if you require any reasonable adjustments throughout this recruitment process.

## Further Information

For further information about this opportunity and the benefits and conditions of [working at Gold Coast Health](#) please refer to the Information for Applicants document attached with this Smart Jobs advertised vacancy.

A 3 month probation period may apply to this appointment.

# Gold Coast Health Organisational Structure



## Our philosophy

Always Care.

## Our vision

We will have the best health outcomes in Australia.

## Our purpose

To be a leader in compassionate, sustainable, highly-reliable healthcare.

## Our values



<b>Integrity</b>	To be open and accountable to the people we serve
<b>Community first</b>	To have the patient's and the community's best interests at heart
<b>Excellence</b>	To strive for outstanding performance and outcomes
<b>Respect</b>	To listen, value and acknowledge each other
<b>Compassion</b>	To treat others with understanding and sensitivity
<b>Empower</b>	To take ownership and enable each other to achieve more



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