

Role Description

Administrative Support Officer

Job ad reference:	RBH564197		
Location*:	Royal Brisbane & Women's Hospital, Herston	Unit/Department:	Centralised Specialist Outpatient Services
Status:	Permanent flexible full time	Classification:	AO2
Salary Range:	\$60,144 - \$70,149 per annum (plus superannuation and leave loading benefits)	Closing Date:	Friday, 24 th May 2024
Contact name:	Claire Matthews	Contact number:	(07) 3646 8320
Online applications:	www.smartjobs.qld.gov.au		

* Please note: there may be a requirement to work at other facilities located across Metro North Health.

**Future recurring vacancies may also be filled through this recruitment process at any location across Metro North Health.

***Applications from third parties will not be accepted.

Purpose of the role

- To provide an efficient, effective, ethical, and confidential administrative support service to admin and clinical teams within CSOS. This position operates with a degree of independence in performing the duties of the position while maintaining open channels of communication between all staff within the Department and other members of multidisciplinary teams.

Context and Delegations

- This role reports directly to the Senior Administration Officer, Centralised Specialist Outpatient Services (CSOS)
- This role has a professional reporting line to the Manager, Administration Services, Critical Care & Clinical Support Services

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North Health's values:

- The knowledge of or the ability to quickly acquire knowledge of Current Encounter Chart (CEC) preparation in a prompt, efficient and effective manner to meet clinical needs of the CSOS outpatient clinics
- Work independently, utilising discretion in the absence of decision makers in the resolution of conflict, meeting deadlines and establishing work priorities.
- A knowledge of, or the ability to quickly acquire knowledge of, Queensland Health common office software programs and clinical patient information systems in order to fully utilise these systems to improve resource management
- Maintain strong organisational, prioritisation and time management skills.
- Answer enquiries and provide relevant accurate advice and support to stakeholders.
- Achieve results by delivering effective outcomes and assuming accountability
- Displays suitable communication skills both verbal and written to communicate effectively and clearly
- Show initiative in prioritising and completing tasks in the work environment
- Undertake additional administrative tasks as directed by the Senior Administration Officer CSOS, Director Outpatients, CC&CSS, or Manager, Administration Services, CC&CSS
- Perform a wide range of supportive administrative tasks, which may include written and verbal communication such as preparation of patient notification letters and assisting when required with booking of patient appointments.

- Maintain harmonious and productive work relationships and contribute toward being a team member working within a dynamic work area
- The ability to be flexible in meeting the demands of a changing environment
- Adhere to relevant Queensland Health policies, standards and relevant legislative requirements, providing feedback on recommendations for continuous improvement.
- Actively participate in a working environment supporting quality human resource management practise including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.

About Metro North Health

Delivering outstanding health services is just one of the ways that we care for our community. Our passion for people is reflected in the way we do our work and live our values every day. We value and nurture our team members so they can provide quality value based care to our patients across our diverse organisation. Our focus on Value Based Healthcare means we expect our staff to deliver the care the patient needs, no more and no less, to achieve the best quality of life for our community. This passion fuels our collaborative culture of innovation and research.

We embrace the diversity of local and greater communities as we provide services to people throughout Queensland, northern New South Wales and the Northern Territory, in all major health specialities including medicine, surgery, mental health, cancer care, trauma, women's and newborn care, and more than 30 sub-specialities. Metro North Health services include rural, regional and tertiary hospitals, and community and oral health services.

Our diverse Health Service provides a wide variety of rewarding career paths across our tertiary/quaternary referral hospitals, secondary hospitals, community health centres, residential and extended care facilities and regional community hospitals. We expect our staff and volunteers to translate our values into action through providing high quality connected care that is relevant, efficient and respectful of our patients' needs and wishes. Our people are passionate about our community and patients, with a focus on putting people first. Come and work where people are at the centre of everything we do and your contribution is truly valued.

Health Equity and Racism



Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.






It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

Our Vision

Excellent healthcare, working together, strong and healthy communities.

Metro North Health Values and their corresponding Lominger™ competencies:

				
Respect	Teamwork	Compassion	High performance	Integrity
<ul style="list-style-type: none"> • Interpersonal savvy • Manages conflict • Communicates effectively • Balances stakeholders 	<ul style="list-style-type: none"> • Collaborates • Develops talent • Values differences • Builds effective teams 	<ul style="list-style-type: none"> • Customer / patient focus • Demonstrates self-awareness • Manages ambiguity • Being resilient 	<ul style="list-style-type: none"> • Cultivates innovation • Action oriented • Drives results • Drives vision and purpose 	<ul style="list-style-type: none"> • Decision quality • Ensures accountability • Courage • Manages complexity

How you will be assessed

You will be assessed on your ability to demonstrate the following values within the context of the “Key Accountabilities”. The ideal applicant will be able to demonstrate the following:

- **Respect** – demonstrates interpersonal savvy, manages conflict appropriately, communicates effectively and balances the needs of all stakeholders with utmost respect to all people at all times
- **Teamwork** – collaborates effectively, develops talent, values differences and builds effective teams to bring about best use of resources to deliver healthcare services
- **Compassion** – is patient / client focussed, demonstrates self-awareness and the effects of behaviour on others, deals with or manages ambiguity and complexity, demonstrates resilience in the delivery of patient services or support in the delivery of services to patients
- **High Performance** – cultivates innovation, is action oriented, drives results and supports Metro North Health’s vision and purpose to exceed expectations of our patients and stakeholders
- **Integrity** – demonstrates sound decision quality, ensures accountability, demonstrates courage in the face of adversity and works effectively / manages complexity to ensure work output and decisions are ethical and invariably of a high standard

Mandatory qualifications/professional registration/other requirements

- Whilst not mandatory, clinical experience and/or professional registration or membership with an appropriate authority will be well regarded.
- Whilst not mandatory, a relevant qualification would be desirable.
- 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)
- **Disclosure of Serious Disciplinary History:** Under the [Public Sector Act 2022](#), applicants are required to disclose any previous serious disciplinary action taken against them.

How to apply

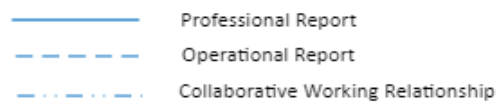
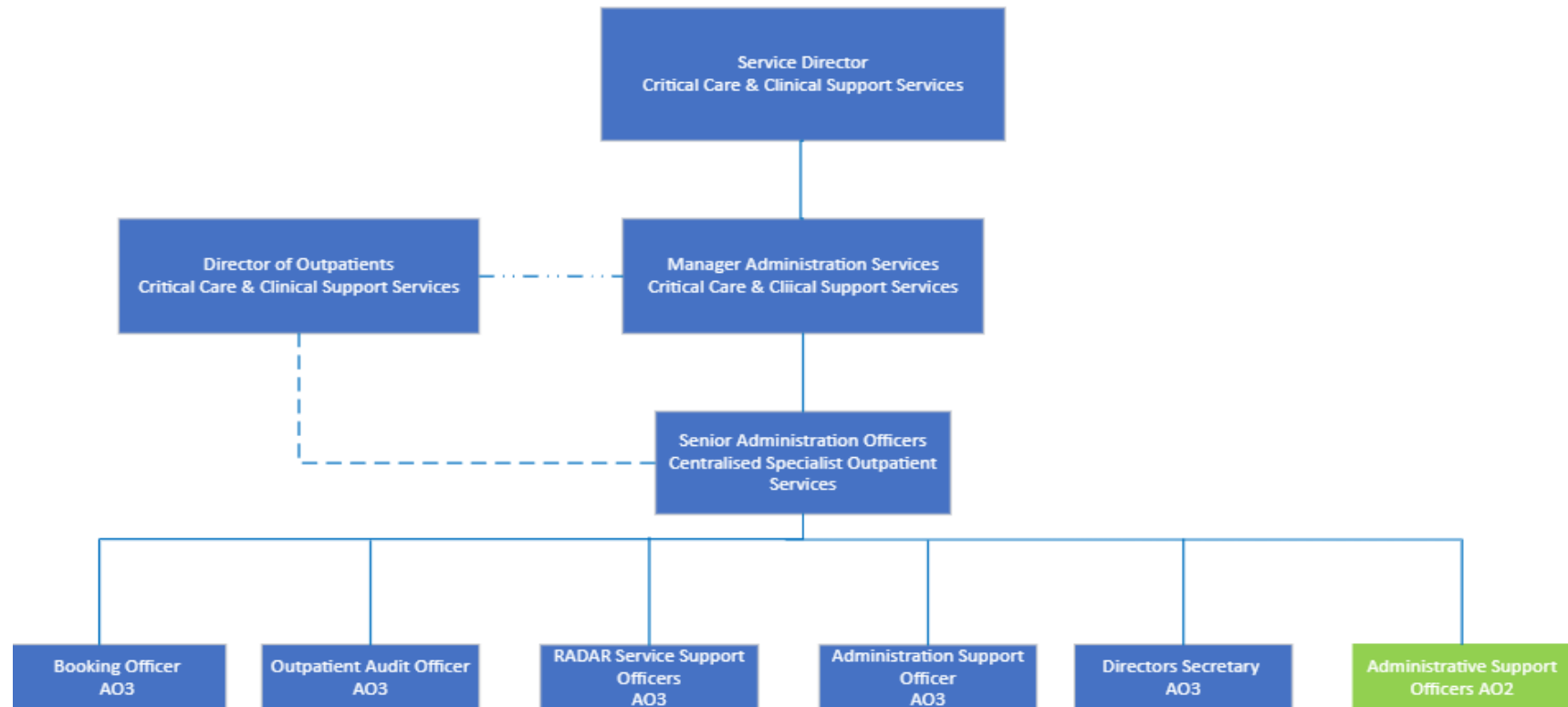
Please provide the following information to the panel to assess your suitability:

1. **A short statement (maximum 2 pages)** - Formulate your response to the dot points listed under “*How you will be Assessed*” within the context of the “*Key Accountabilities*”
And
2. **Your current CV or Resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have thorough knowledge of your work performance and conduct, 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 CV or Resume.

Instructions on how to apply

- Submit your application online at www.smartjobs.qld.gov.au by the closing date.
- Please note that hand delivered applications will not be accepted.
- Only those persons eligible to work in Australia may be employed by Metro North Health. Prospective employees are required to provide proof of identity and documentary evidence of their right to work in Australia.
- Late applications cannot be submitted online. For a late application to be considered, please arrange approval and submission via the contact officer.

Team Structure



Diversity and Inclusion

We are 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 Metro North Health and strive to ensure that our workplace is free from all forms of discrimination and harassment.

As an Equal Employment Opportunity (EEO) employer we ensure that our selection processes and employment decisions are undertaken in a non-discriminatory way and are consistent with the requirements of the Anti-Discrimination Act 1991. If there are any reasons that you may have challenges with the recruitment process, please let us know when we contact you.

Work Health and Safety

We are committed to *Putting People First* to provide better healthcare. This commitment includes a dedicated *People Focussed Safety* culture.

This culture commits to the health, safety and wellbeing of staff, volunteers and other persons, through the provision of a dynamic and comprehensive Health and Safety Management System (HSMS). The HSMS provides for proactive safety initiatives, early injury management practices with a strong focus on a safe and durable return to work.

The provision of a Health and Safety environment within Metro North Health is everyone's responsibility.

Safety and Quality

Relevant to the position, staff participate in the ongoing education, implementation, monitoring and evaluation of safety and quality initiatives relevant to The National Safety and Quality Health Services Standards 2nd Edition and the Australian Council on Healthcare Standards (ACHS).

Vaccine Preventable Diseases (VPD) Requirements ([Health Employment Directive No. 01/16](#))

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:

- Measles
- Mumps
- Rubella
- Varicella (chicken pox)
- Pertussis (whooping cough)
- Hepatitis B

Further vaccinations may be required due to particular risks for a role; examples include:

- Hepatitis A – Workers in regular contact with untreated sewerage
- Q Fever – Research or Laboratory staff regularly handling specimens

All new employees who will be working in clinical areas must be assessed for their risk of tuberculosis and screening undertaken if required.

Existing staff that are engaged prior to 1 July 2016 are **not subject** to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one Health Service to another Health Service, Department of Health (DoH) to a Health Service, or Health Service to DoH).

Additional Information

- 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.
- Health Care Workers in Queensland Health whose occupation poses a potential risk of exposure to blood or body fluids must be immunised against Hepatitis B according to the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines.
- Pre-employment screening, including criminal history and discipline history checks, will be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card, unless otherwise exempt. Roles providing services to National Disability Insurance Scheme (NDIS) participants require an NDIS worker screening check.
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role.
- Applicants will be required to give a statement of their employment as a lobbyist within one (1) month of taking up the appointment. Details are available at:
https://www.forgov.qld.gov.au/_data/assets/pdf_file/0033/185919/lobbyist-disclosure-policy_0.pdf
- Employees who are appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment. For further information, refer to Probation HR Policy B2
<https://www.health.qld.gov.au/system-governance/policies-standards/doh-policy/policy/qh-pol-197.pdf>
- All relevant health professionals, 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.

Metro North Health Executive Structure

