



Role Description

Job Ad Reference	H24CHQ576166	Classification	AO4
Role title	Administration Team Leader, Endocrine and Specialist Outpatients	Salary	\$88,187 - \$97,157 per annum
Status	Temporary Fulltime for 12 months	Closing date	Wednesday 17 July 2024
Unit/Branch	Division of Medicine		
Division/ Hospital and Health Service	Queensland Children's Hospital Children's Health Queensland Hospital and Health Service	Contact Name	Anne Moorhead
Location	South Brisbane	Contact Number	0417 538 155

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 team of more than 3,900 people, our point of difference is in the way we provide care to children, young people and their families every day. This is through our steadfast commitment to providing patient and family-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 offer the best: safe, expert, accessible child and family-centred care for children and young people.

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 Team Leader will:

- Plan, coordinate, manage, monitor and evaluate their delegated staff group in the provision of administrative support to ensure efficient patient service while focussing on their teams in the areas of performance management, operational capability and deliverables and training.

Your Role and Responsibilities

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

- Supervise and manage administrative support staff responsible to this position including preparation of rosters, management of workloads, organisation of relief where appropriate, and performance planning and review, and ensuring duties are completed efficiently and within timeframes.
- Resolve day-to-day operational issues regarding procedures and staff within the team and assist with review of work practices by maintaining high professional work standards and seeking ways for ongoing improvement.
- Provide efficient support as required by the Operations Manager and Administration Lead including co-ordinating task allocation and operational outcomes for the team of administration staff i.e., waitlist and referral management.
- Provide administrative assistance to all team members in emergent situations, this may include frontline areas.
- When necessary to address and solve immediate problems in situations where procedures are not defined.
- Ensure all appropriate clinical documentation and results have been certified by clinician in accordance with patient information standards to facilitate the efficient processing of patient record information and associated correspondence.
- Coordinate, develop and manage administrative activities and resources of CHQ Divisions/Service Lines to provide efficient and effective utilisation of administrative support services.
- Provide advice to CHQ support administration staff, by monitoring and reviewing appropriate reporting systems, administrative procedures, processes and work practices to enhance outcomes, improve customer service and facilitate change.
- Manage and coordinate implementation of human resources related activities such as payroll administration, leave applications, training and development, mandatory HR data base and Professional data base for CHQ staff.
- Supervise, train, appraise, counsel and direct administrative staff in the achievement of the department's objectives, ensuring compliance with policies and procedures.
- Co-ordinate meetings including organisation and collation of agenda and provide confidential minute taking. Compile and dispatch correspondence as necessary.
- Ensure follow up action is taken in respect of matters requiring consideration; maintain confidential records pertaining to meetings and any confidential information pertaining to professional, client and financial issues.
- Ensure that supervisory and management practices are in line with quality human resource management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.
- Participate in the Performance Planning and Review process.
- Participate in continuous quality improvement activities and best practice.

- Maintain well-developed skills in the use of Microsoft Office applications, HBCIS, and other hospital specific software, which assist with the provision of administrative support to patient services.
- Participate in Health Service accreditation process and quality improvement activities by supporting and initiating quality improvement activities.
- Provision of professional supervision to all Administration Officers within their delegated portfolio.
- Actively participate in a working environment supporting quality human resources management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.
- Develop a positive culture within the Division of Medicine which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their health and wellbeing.

Position Reports To

- Directly to the Administration Lead, Division of Medicine.
- Professionally to the Director, Administration Services

Staffing and Budgetary Responsibilities

- The position has line management responsibility for 11 FTE x Administration Staff.

Qualifications/Professional Registration/Other Requirements

- 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)
- 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.

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:

- 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.
- Proven experience actively leading and managing a diverse team within a clinical or hospital environment, maintaining open communication with staff and demonstrating empathy for staff needs.
- Proven capacity to work both autonomously 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.

- Experience in proactively searching for and identifying opportunities for improvement and making recommendations for incremental improvements to work practices and managing workflow.
- Advanced analytical and problem-solving skills and proficiency in the application of internal 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 you will be assessed” within the context of ‘role and responsibilities’, ensuring to provide examples of when you have effectively led an administration team and your experience with challenging conversations.
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, one referee must 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 Communities.
- 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](#).
- Roles that interact face-to-face with patients; or the work location is in a clinical area such as a ward, emergency department or outpatient clinic; or frequently or regularly requires attendance in clinical areas require evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases:
 - Measles, mumps, rubella (MMR)
 - Varicella (chicken pox)
 - Pertussis (whooping cough)

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).

