

## POSITION DESCRIPTION

Administration Officer – Aged Care Assessment Unit



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 4
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration   Service Support
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The Administration Officer Aged Care Assessment Unit will provide timely and accurate administrative support and carry out a variety of function for members of the health care team, under the direction of the Manager Aged Care Assessment Unit.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL REQUIREMENTS

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and

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work colleagues.

## KEY ACCOUNTABILITIES

- This position has the key role of providing administration support primarily to the Manager and the wider team of the Aged Care Assessment Unit and to ensure efficient and effective office running. This includes communications flow and the conveying of messages, coordination of appointments / meetings, typing, minutes recording and distribution, photocopying, faxing, scanning, binding documents, data entry and running reports, mail collection and distribution, using HealthRoster system, ordering and distribution of stationery, non-stock items via iProcurement & printing and requesting maintenance. It requires liaising with all disciplines of the health professionals, community teams and managers.
- Provide support to the Manager through utilising the TRIM system for document management and tracking, drafting briefs and relevant correspondence as requested by the Manager whilst maintaining confidentiality of sensitive information.
- Assist in recruitment functions for the Aged Care Assessment Unit via the Recruitment and Onboarding (ROB) portal.
- Comply and adhere to statutory requirements and policy, practice and procedures. Comply with directives from the Manager Aged Care Assessment Unit.
- Work collaboratively with the broader team to ensure that duty requirements and standards are being met and maintained. Carry out inspection and monitoring for continuous improvement opportunities and ensure outputs are of a high quality.
- Provide full secretarial support to all relevant Committee meetings including minute taking, scheduling of meetings (MS Teams and face to face), preparation and distribution of minutes and agenda, room booking, setting up equipment, update and following up action in minutes of committee meetings.
- Act as first point of contact for all Aged Care Assessment Unit inquiries, screen calls and take necessary action and respond to inquiries, give relevant information, take and record messages and / or transfer to relevant staff member.
- Co-ordinate all maintenance repairs as directed. Enter all maintenance requests through Asset and Facilities Management [AFM].

## KEY CHALLENGES

- The position is responsible for providing advanced level support in a wide range of clerical and administrative duties, keyboard and data entry to support the Manager and team of the Aged Care Assessment Unit, whilst balancing conflicting priorities and negotiating workable timeframes with staff.
- To provide an effective communication network internally and externally with efficient administrative support ensuring its maintenance within a busy team environment working in a demanding, busy and complex environment where there are competing priorities.
- Be able to work to strict deadlines and manage time efficiently as required by the Manager on a daily basis.

## KEY RELATIONSHIPS

Who	Why
Manager Aged Care Assessment Unit	To report on day to day tasks and escalation of any issues
All nurse Managers and Assessment Unit staff	To maintain open lines of communication to collaborate and liaise

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Clients and family of clients and the general community	To build a friendly rapport
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## SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Proven competence in providing secretarial and administrative support including the management of complex diaries, appointment scheduling and providing full administrative support.
3. Demonstrated ability to organise and prioritise a demanding workload in a high-volume work area with well-developed typing skills with high level accuracy and ability to coordinate, organise and take minutes of meetings
4. Demonstrated high level organisational and time management skills, with proven ability to work under pressure to meet the changing demands.
5. Demonstrated proficient use of computers and a variety of software applications especially Microsoft Office, including Microsoft Teams, Word, Excel, PowerPoint, Stafflink, iProcurement, TRIM, Recruitment and onboarding [ROB], WINC, Asset Facilities Management [AFM], Email programs and databases.
6. Demonstrated high level of interpersonal, written, electronic, verbal and telephone communication skills and experience in liaison and High-level negotiation skills with a wide range of stakeholders.
7. Ability to work independently without supervision and problem-solve in order to reliably contribute to achievement of organisational skills.
8. Demonstrated ability to complete detailed work in systematic and accurate manner.