


## POSITION DESCRIPTION

### POSITION DETAILS

Position Title:	Administrative Support Officer		
Agreement:	The District Nursing Service Non-Nursing Agreement 2020		
Approved By:	Justine Barwick		Approved Date: 09/09/2024

### THE DISTRICT NURSES PURPOSE AND VALUES

#### Purpose

- Committed to care
- Tasmania's most trusted community healthcare provider

The following values guide the day-to-day operations and future planning of The District Nurses;

- **Commitment** – We are committed to inclusive service provision that ensures equitable access and quality outcomes for all.
- **Equality** – We respect the rights of all.
- **Trust** – We are recognised for our reliability and the highest standards of care.
- **Versatility** – We are responsive to our customers' needs, rights, and choices.
- **Excellence** – We strive to perform to the highest standards and deliver the best services
- **Transparency** – We are always open to scrutiny and are professional, safe, ethical, and honest.

### POSITION OBJECTIVE

Deliver comprehensive administrative services at The District Nurses, ensuring high-quality outcomes for both internal and external stakeholders.

### POSITION RESPONSIBILITIES

Key Work Activities	Work Performance Requirements
Administrative Service	<ul style="list-style-type: none"> <li>• Provide frontline service, ensuring prompt, sensitive, and confidential handling of enquiries.</li> <li>• Answer telephone calls promptly, courteously, and professionally.</li> <li>• Accurately receive and convey messages in writing, verbally, and electronically.</li> <li>• Interact compassionately and professionally with clients and their families.</li> <li>• Professionally liaise with contractors, visitors, GPs, and other health professionals.</li> <li>• Handle cash, EFTPOS, and other payments in accordance with TDN's billing policy.</li> <li>• Assist with outbound correspondence (e.g., email, mail, fax, calls, messages).</li> <li>• Provide administrative support to internal stakeholders as directed.</li> <li>• Scan and file documents.</li> <li>• Manage incoming and outgoing mail and freight, including preparation, receipting, and distribution.</li> <li>• Prepare client information packs and promotional materials.</li> </ul>
Continuous Quality Improvement	<ul style="list-style-type: none"> <li>• Actively contribute to the development of a culture consistent with the values of TDN</li> <li>• Respond promptly and appropriately to urgent enquiries</li> </ul>

WHS	<ul style="list-style-type: none"> <li>• Report any incidents/hazards and near misses identified and correct any minor hazards</li> <li>• Maintains building security and safety standards, including the oversight of visitor registration</li> <li>• Reports any issues that may affect workplace health and safety</li> </ul>
Other Duties	<ul style="list-style-type: none"> <li>• Monitor and promptly report any signs of client deterioration to the appropriate personnel, ensuring timely intervention and support."</li> <li>• Attend and participate in training as required</li> <li>• Assist with ordering, allocation and management of resources as directed</li> <li>• Any other duties as required by Management</li> </ul>

### ORGANISATIONAL RELATIONSHIPS

Reports To:	Business Administration Manager
Supervises:	Nil reports
Key Working Relationships with:	Staff, Clients and their carers/families

### QUALIFICATIONS AND COMPETENCIES

ESSENTIAL REQUIREMENTS:	<ul style="list-style-type: none"> <li>• National Police Check</li> <li>• Working with Vulnerable People/Children Check (Employment registration)</li> <li>• Experience in a client facing administrative role</li> <li>• Computer literacy in the Microsoft suite</li> </ul>
DESIRABLE REQUIRMENTS:	<ul style="list-style-type: none"> <li>• Previous experience in a healthcare setting</li> <li>• Certificate in Business Studies or similar</li> </ul>

### SELECTION CRITERIA

1. Evidence of being able to demonstrate a high level of professionalism and confidentiality
2. Excellent verbal, written communication, and interpersonal skills
3. Strong computer literacy, specifically in client management systems and word-based software (eg. Word, outlook)
4. Ability to work independently, and prioritise work within established policies, guidelines and procedures
5. Ability to communicate with a range of internal and external stakeholders

### PHYSICAL REQUIRMENTS

Applicants may be required to successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment as you may be deemed unfit for duty.

The Functional requirements of this position include:

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual Handling – Weights above 10kg			X	
Manual Handling – Weights below 10kg			X	
Manual Handling frequency			X	
Repetitive manual work			X	
Working with arms above head			X	
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection				X
Wearing gloves (personal protective)				X
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties	X			
Working on a keyboard	X			
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)				X
Driving at night				X
Wearing polyester clothing				X
Exposure to animals				X
Exposure to environments whereby people have been smoking				X

#### EMPLOYEE DECLARATION

In signing this declaration I acknowledge that I, \_\_\_\_\_  
have been advised of the requirements and conditions of this appointment based on this Position Description.

Signature

Date

#### MANAGER COMPLETION

Signature

Date

Name

Position