



THE
HOBART
CLINIC

Excellence in Mental Health

Position Title	Administration Assistant
Classification	Hospital Staff Enterprise Agreement, Level 4
Reporting to	Team Leader Administration
Key Stakeholders	
Internal	Consumers and their families, doctors, team members, visitors to the clinic
External	

Our Core Values

At the heart of The Hobart Clinic are our four core values, which guide everything we do and direct us towards our mission to provide mental health services for consumers, families and the community, in recognition that mental health is something that affects us all.

Our Values

- Inspired** We're passionate about inspiring the best in everyone we connect with.
- Teamwork** We build open, honest and purposeful relationships.
- Growth Mindset** We collaborate with the intent to learn, develop and enable the learning journey for all.
- Brave** We commit to finding solutions for our clients and colleagues regardless of the difficulty.

Building on these values is our brand promise of a commitment to promoting hope, wellbeing and autonomy in recovery.

Our values, mission and brand promise form the basis of our success as a leader in the provision of mental health service and will be our foundation as we continue to grow into the future.

Key Function

To provide administrative support to on-site and visiting Psychiatrists, all other clinicians utilising the Consult Suite and The Hobart Clinic, in general.

Skills, Knowledge and Experience

- Computer literacy, including word processing (Dictaphone)
- Effective telephone technique
- Exceptional interpersonal and customer service skills
- Ability to work unsupervised
- Ability to learn in a diverse environment

Position Objectives and Responsibilities
<ul style="list-style-type: none">• Stationery replenishment and ordering
<ul style="list-style-type: none">• Answer incoming calls from patients, providers and members of the public
<ul style="list-style-type: none">• Monitor multiple e-mail accounts: distributing and/or actioning emails as necessary
<ul style="list-style-type: none">• Word processing and distribution of medical transcriptions
<ul style="list-style-type: none">• Write up and process eftpos transactions on a daily basis.
<ul style="list-style-type: none">• Mail sorting and distribution plus maintenance of the mail-out register
<ul style="list-style-type: none">• Printing, photocopying and collating support documents for Programs
<ul style="list-style-type: none">• Completing filing in Psychiatrist's private/outpatient medical records

Quality Control and Workplace Health & Safety
<ul style="list-style-type: none">• Participate as appropriate, in continuous improvement activities.
<ul style="list-style-type: none">• Understand the requirements of the Evaluation and Quality Improvement Program (EQuIP) of the Australian Council on Healthcare Standards.
<ul style="list-style-type: none">• Comply with infection control policies and procedures
<ul style="list-style-type: none">• Understand the requirements of the emergency protocols of THC and participate as required
<ul style="list-style-type: none">• Maintain a safe work environment in accordance with occupational health and safety policies and procedures

Behaviours and Attitudes

- Whilst executing the key tasks and responsibilities, demonstrate the following attitudes and behaviours:
 - Understanding of the philosophy of **harm minimisation**.
 - **Teamwork and Collaboration** – Work effectively with the team members and work groups to accomplish organisational and team goals; respect the needs and contribution of others.
 - **Innovation** – Generate creative solutions, be proactive and a self-starter, seize opportunities and act upon them to achieve better outcomes for our agency, clients and stakeholders.
 - **Creativity and Flexibility** – Be adaptable, receptive to new ideas, respond and adjust easily to changing work demands and circumstances.
 - **Life-long Learning** – Recognise that ongoing professional development and skill enhancement is necessary in order to contribute to the growth of knowledge within the Clinic. Be open and responsive to feedback, including learning from mistakes. Identify own personal development needs and implements an effective personal development plan.
 - **Leadership** – Be solution focused and proactive. Work collaboratively with others and recognise, acknowledge and nurture their abilities. Demonstrates high personal integrity.
 - **Communication** – Effectively express ideas in individual and group situations, adjusting language and terminology to the needs of the audience. Effectively communicate priorities to build alignment and motivation throughout the organisation.
 - **Health and Safety** – Carry out tasks with an awareness of Health and Safety concerning self, others and their environment.

Other duties as required that fall within the scope and skill set of the incumbent.

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ADMINISTRATION ASSISTANT

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Date

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TEAM LEADER ADMINISTRATION

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Date