

Administration Officer

Location* : Brisbane CBD	Unit/Department : Insight: Centre for AOD Training and Education, Metro North Mental Health - Alcohol and Drug Service, Biala
Status : Temp full-time to 30 June 2020 (with possibility of extension)	Classification : AO3

Our Hospital and Health Service

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 that 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 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.

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

Our Vision

Changing the face of health care through compassion, commitment, innovation and connection

Our Hospital and Health Service Values and their corresponding Lominger™ competencies:



Respect	Teamwork	Compassion	High performance	Integrity
• Interpersonal savvy	• Collaborates	• Customer / Patient focus	• Cultivates innovation	• Decision quality
• Manages conflict	• Develops talent	• Demonstrates self-awareness	• Action oriented	• Ensures accountability
• Communicates effectively	• Values differences	• Manages ambiguity	• Drives results	• Courage
• Balances stakeholders	• Builds effective teams	• Being resilient	• Drives vision and purpose	• Manages Complexity

About Metro North Mental Health

Metro North Mental Health (MNMH) commenced as a Clinical Directorate with a single point of accountability and budget as of 1 July 2014. MNMH employs 1130 full time equivalent staff, has an annual expenditure of \$172 million and a catchment area population of over 1,000,000 people.

Mental health services are provided across the age spectrum including perinatal, child and adolescent, adult and older persons. A number of specialist services are also provided including consultation liaison, forensic, addiction, eating disorders, community mental health and an inner city homeless team. The service supports the recovery of people with mental illness through the provision of recovery focussed services and consumer and carer services in collaboration with primary and private health providers and our Non-Government partners. The service is a leader in clinical care, education and research. Training for all mental health disciplines is a priority. There are joint nursing and medical appointments and close links with multiple universities and specialist medical and nursing colleges.

There are 334 inpatient beds comprising: 182 acute adult, 12 adolescent, 40 Secure Mental Health Rehabilitation, 60 Community Care, 24 long stay nursing home psycho-geriatric and 16 state-wide alcohol and drug detoxification beds.

Community services are based at Brisbane City, Fortitude Valley, Herston, Nundah, Chermside, Strathpine, Caboolture and Redcliffe with outreach services to Kilcoy.

Metro North Mental Health - Alcohol and Drug Service (MNMH-ADS) provides evidence-based treatments including opioid maintenance, substance withdrawal management and counselling at a number of multidisciplinary clinics for patients with alcohol and drug dependence, many of whom also have comorbid mental health and medical problems. MNMN-ADS has a focus on the acute hospitals within Metro North to help early diagnosis of patients with substance use disorders, prevent complications, reduce length of stay, facilitate effective discharge planning/community aftercare and avoid re-admissions. Queensland-wide consultation/ liaison, information, education, training and research services are also provided.

About Insight Training and Education

Insight provides a range of alcohol and other drug training, education, research and other workforce development activities for government and non-government services across Queensland. The program offers face-to-face, online and webinar-based training services alongside the provision of clinical advice, tools, resources and other professional support to workers and services. We also provide specific workforce services for Nursing, Allied Health, Youth and Aboriginal and Torres Strait Islander practitioners.

For more information visit www.insight.qld.edu.au.

About the Role

Context

- The position reports to the Director – Statewide Clinical Support Services.
- The position does not have staffing or budget responsibilities.

Purpose

Under the direction and supervision of the Director, contribute to the day-to-day operation of Insight and Dovetail by providing effective and efficient management of the front-desk reception, training registration systems and other administrative support functions for the educational unit.

Key Accountabilities

This successful applicant will carry out the following key accountabilities in accordance with the Metro North values and the corresponding Lominger™ competencies shown above in this role description:

- Provide administrative support to the Director and other Statewide Clinical Support Services team members.
- Manage the service's front desk reception, including greeting and assisting guests, receiving all incoming telephone calls and managing generic email accounts.
- Coordinate the booking system for internal training events, meeting rooms and videoconferencing facilities.
- Manage the administrative components of Insight's training program, including participant registrations, workshop preparation and material production, training room set-up, entering training event feedback and producing workshop reports.
- Managing, maintaining, setting up and operating the unit's audio-visual equipment including videoconference facilities, AV system, laptop, video recording and live webinar broadcast systems.
- Advising on the purchase and maintenance of audio-visual equipment, liaising with suppliers and vendors and maintaining accurate and up to date computerised resource information.
- Perform keyboard and administrative support duties, including minute taking,
- Perform stock ordering and invoicing, including IT equipment, stationery and other day-to-day office supplies.
- Use data management systems to monitor and assist with continuous quality improvement processes.
- Maintain a current knowledge of the policies and structure within the Metro North Hospital and Health Service.
- Comply with and utilise contemporary human resource management requirements and practices, including workplace health and safety, equal employment opportunity and anti-discrimination policies.
- Encourage an environment in which high quality services are provided by continually seeking improvements in the way in which work is undertaken.

Staff are expected to be compliant with the timely and accurate input and collection of consumer related data and information relevant to their work area requirements.

Staff are expected to possess knowledge of, or have the ability to acquire knowledge of, relevant applications including:

- Electronic clinical systems e.g. Consumer Integrated Mental Health Application (CIMHA), ATODS-IS, Wardview, Hospital Base Client Information System (HBCIS); and Emergency Department Information System (EDIS) as relevant.
- Electronic incident reporting and consumer feedback systems (e.g. Riskman)
- Electronic operational management systems (e.g. Panorama Necto)
- Electronic payroll and rostering systems (e.g. Workbrain, myHR)
- Electronic recruitment management systems (e.g. Springboard)
- Electronic financial billing systems (e.g. Practix)

How you will be assessed

How we do things is as important as what we do therefore you will be assessed on your ability to demonstrate the following key technical and behavioural capabilities, knowledge and experience. Within the context of the responsibilities described above under Key Accountabilities, the ideal applicant will be someone who can 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 completely 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'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

- There are no mandatory qualifications required for appointment to this position.
- Relevant training and/or experience in call centre environments and in the use of word processing and spreadsheet software is highly desirable.
- Some heavy lifting may be required.
- The incumbent is required to operate a motor vehicle. As driving may be a significant task in the delivery of this position's objectives, proof of a current 'C' Class licence must be provided.
- All staff are appointed to Metro North Mental Health (MNMH) and may be required to work across practice settings and/or participate in shift work providing extended services. Clinical movement across other similar positions in MNMH is a service wide expectation and is actively supported.

How to apply

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

1. **A short statement (maximum 2 pages)** on how your experience, abilities, knowledge and personal qualities would enable you to achieve the key accountabilities and meet the key skills requirements.
2. **Your current CV or resume, including referees.** You must seek approval prior to nominating a person as a referee. Referees should have a 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.
3. Submit your application online by email by the closing date (see below).
4. Please note that hand delivered applications will not be accepted.

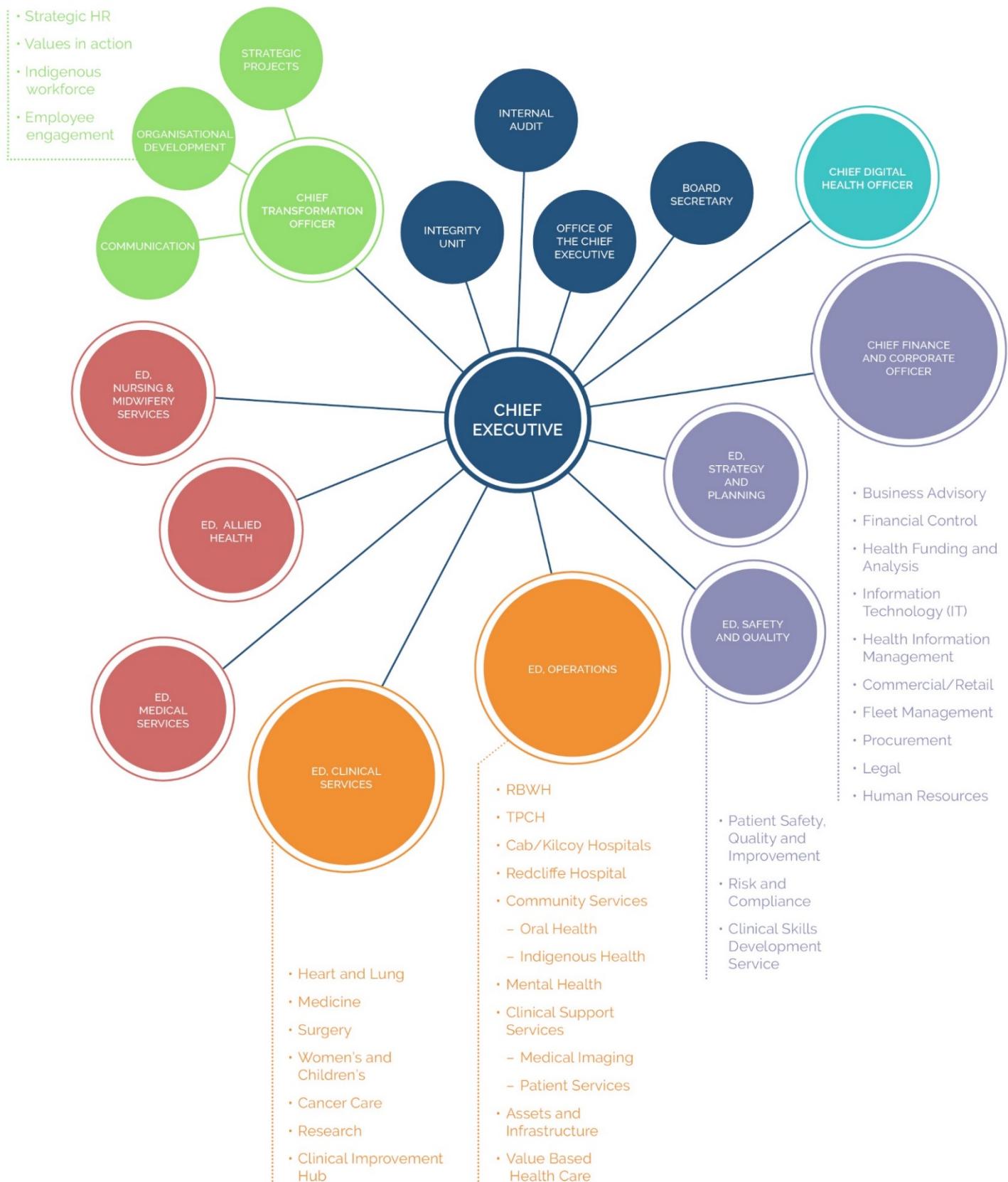
Job ad reference:		Closing Date:	9:00am Wednesday 30 th October
Contact name:	Jeff Buckley	Contact number:	(07) 3837 5800
Classification:	AO3	Salary Range:	\$63,830 - \$71,341 per annum
Online applications: Email applications to jeff.buckley@health.qld.gov.au			

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

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

APPLICATIONS RECEIVED VIA THIRD PARTIES (RECRUITMENT AGENCIES ETC) WILL NOT BE ACCEPTED

Metro North Hospital and Health Service Executive Structure



Service Programs Mental Health Directorate



¹ Accepts consumers from Redcliffe, Caboolture and Sunshine Coast catchments

² Accepts consumers from TPCH and RBWH catchments

³ Statewide service

⁴ Includes Central Queensland, Sunshine Coast Mental Health Services

⁵ Prison MHS and the High Secure Inpatient Service are managed by West Moreton HHS

Appendix

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 our Health Service 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 Hospital and Health Service 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 and the Australian Council on Healthcare Standards (ACHS) Evaluation and Quality Improvement Program (EQuIP).

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, may 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.
- 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:
<http://www.psc.qld.gov.au/publications/assets/policies/lobbyist-disclosure-policy.pdf>
- Employees who are permanently 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.