

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Population Health Division

Business Unit: Office of the Chief Health Officer

Position Title: Administration, Coordination and Engagement Officer

Position Number: P44657 (Several)

Classification: Admin Service Officer Class 5 (ASO5)

Location: Woden and Holder

Last Reviewed: July 2026

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Population Health Division

The Population Health Division is headed by the Chief Health Officer who is appointed under the *Public Health Act 1997* and fulfils a range of statutory responsibilities and delegations under various public health legislation. The Division is also responsible for exercising statutory responsibilities on behalf of the Chief Health Officer to prevent and manage risks to the health of the ACT population, including planning and management of public health incidents and emergencies. The Division leads population health policy for the ACT and provides and commissions a range of services and programs aimed at improving the health of the ACT population through interventions which promote behaviour changes to reduce susceptibility to

illness; alter the ACT environment to promote the health of the population and promote interventions that remove or mitigate population health hazards.

BUSINESS UNIT OVERVIEW

Office of the Chief Health Officer

The Office of the Chief Health Officer undertakes Divisional and Government business coordination for the Division, as well as the management of all governance activities systems and associated processes which support Divisional work. This team provides high level support for several Executives staff and medical officers, as well as operational support for all Branches and sections within the Division.

POSITION OVERVIEW

Sitting as part of the Office of the Chief Health Officer, these roles provide centralised coordination and support services across the whole Division. These roles will involve a combination of regular and spontaneous tasks. The complexity of tasks will vary from routine, administration through to some more challenging complex tasks where innovation, out of the box thinking and self-motivation will be essential. Response times will sometimes need to be very fast so building relationships will be key to achieving the outcome. Administration, Coordination and Engagement (ACE) Officers will need to liaise with staff both within the Division, as well as across the Directorate and ACT Government so interpersonal skills are critical as too will be organisational skills and an ability to adapt to change. These roles will undertake work to reduce administrative pressure off operational areas, and support Division-wide governance activities.

WHAT YOU WILL DO

In this role, you will work under general direction to:

- Provide a range of high level, and at times, confidential administrative support functions to the Divisional Executive and Medical Officer (EXEC/MO) positions, including:
 - diary/ inbox management;
 - coordination and drafting of meeting briefings;
 - coordination and/ or response to correspondence and enquiries;
 - task allocation and tracking
- Effectively coordinate and prioritise the diverse range of matters submitted for EXEC/MO consideration, including identifying matters that need to be referred to others for further information or that need to be brought to the urgent attention of EXEC/MO staff.
- Ensure that highly sensitive matters and files are organised, handled and stored appropriately in accordance with records management policies.
- Manage and maintain office systems and processes for the Division and identify areas where improvements can be made.
- Contribute as part of the wider administrative support team to undertake office management, administrative duties, and Divisional governance activities.

- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behaviour consistent with the ACTPS Respect Equity and Diversity framework.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience and proven skill in high level organisation and coordination roles, including the ability to exercise initiative, prioritise workloads and meet set deadlines.
2. Sound liaison and communication skills, both written and oral, and the demonstrated ability to work with people across different levels.
3. Demonstrated experience in client and customer service delivery, with a strong focus on negotiation to ensure positive outcomes
4. Demonstrated experience and advanced skills in computer applications, including the Microsoft Office suite, Records Management Systems (Objective preferable) and purpose-built data bases, to manage information.
5. Excellent understanding of administrative and Government processes.

Behavioural Capabilities

6. Demonstrated experience in applying shared knowledge that contributes to quality improvements, improved team performance and enhanced service outcomes.
7. Demonstrated ability to consistently display commitment to the implementation of the principles of workplace diversity, participative work practices, workplace health and safety, and compliance with the requirements of the Territory Records Act.

Compliance Requirements / Qualifications

- Undergo a pre-employment National Police Check.