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SA Health Job Pack

Job Title	Surgical Admissions Administrative Assistant
Job Number	590262
Applications Closing Date	13/5/16
Region / Division	Central Adelaide Local Health Network
Health Service	The Royal Adelaide Hospital
Location	Adelaide
Classification	ASO-2
Job Status	Temporary up to 7/7/17 and part-time working 37.50 hours per fortnight
Indicative Total Remuneration*	\$55,014/\$59,547

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Josephine Trudgen
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Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Surgical Admissions Administrative Assistant RA5938
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network
Hospital/ Service/ Cluster	Royal Adelaide Hospital
Division:	Operating Room Services
Department/Section / Unit/ Ward:	Surgical Admissions Suite
Role reports to:	Admin Supervisor, SAS/POAC
Role Created/ Reviewed Date:	Created: December 2013. Reviewed: June 2014

ROLE CONTEXT

Primary Objective(s) of role:

- > The Surgical Admissions Administrative Assistant is accountable to the Administrative Supervisor, Surgical Admissions Suite/Pre-Operative Assessment Clinic (SAS/POAC), for provision of general clerical and reception duties which contribute to effective patient care management, bed management, ward administration, the registration of patients attending the hospital, for compiling documentation associated with the attendance and for responding to enquiries from patients, relative, hospital staff and others.

Key Relationships/ Interactions:

Internal

- > This role works closely with nursing staff in the Surgical Admissions Suite (SAS), medical records, elective surgical units, medical staff, radiology, and admissions, to ensure patients are admitted in preparation for surgery. This includes communication on days both prior to and following the date of admission.

External

- >

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ensuring data integrity and effective patient flow while balancing competing priorities, requirements and restrictions for nursing, clinical and administrative streams within available resources;
- > Maintaining a flexible approach to regular, significant changes in relation to theatre lists, which impact on timelines and work pressures.

Delegations:

- > Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited too:

- > Work Health and Safety (WHS);
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation);
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier);
- > Disability Discrimination;
- > Code of Fair Information Practice;
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual;
- > Relevant Australian Standards;
- > Duty to maintain confidentiality;
- > Smoke Free Workplace;
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery;
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

Special Conditions:

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue;
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees;
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident;
- > May be required to provide support to Operating Room Services and Pre-Operative Assessment Clinic administration areas at peak times;
- > Have a flexible approach to working hours including participating in the 0700-1500 shifts.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Customer Service	<ul style="list-style-type: none"> > Ensure that service provision and the activities of the Division are customer focussed, while being professionally and effectively conducted by contributing to a team approach and culture; > Ensuring patient information is correct on all systems, including identification, demographic, social and financial details; > Maintaining prompt, courteous and accurate communications with clients and staff; > Attending to, screening and appropriately directing telephone calls using the NEC QMaster System; > Maintaining client confidentiality at all times in relation to written, verbal and computer information.
Record Keeping	<ul style="list-style-type: none"> > Liaise with clerks in the wards, outpatients and other appropriate areas (Unit Secretaries) to ensure that all patient information is complete and current; > Record patient movements, transfers and discharges (both planned and completed); > Filing reports and managing casenotes by creating new folders or volumes as required, and recording any casenote movements on relevant systems; > Recording in-patient episodes of care for funding purposes by ensuring relevant finance forms are completed and forwarded to the correct department; > Adhering to procedures regarding the security of the medical record whilst held in the department.
Management of Patients and Appointments	<ul style="list-style-type: none"> > Explain information requirements to patients, and assist them to complete forms such as insurance status and election forms; > Ensure that the necessary documentation, including bed allocations, is completed and entered into the casenotes and/or sent to the appropriate departments and/or wards; > Update the discharge and/or transfer of patients by completing the necessary procedures, as well as bed state or census details; > Make any relevant appointments for admissions and/or post-operative appointments as required.
Administrative and Clerical Support	<ul style="list-style-type: none"> > Follow approved theatre booking procedures and advise the Supervisor of any changes required; > Ensure timely requests, collation and preparation of Medical Records, Radiology Films, labels and forms for patients attending surgery, and ensure all information is current and available; > Maintain effective and accurate communication with all clinical staff ensuring service provision is appropriate; > Ensure the maintenance and supply of administrative equipment, supplies and services to SAS.

General Patient Care	<ul style="list-style-type: none"> > Provide a prompt and courteous front line service to all departments and a variety of health professionals; > Maintain good public relations by directing patients/relatives/visitors, providing appropriate support and information when requested, and responding to general enquiries; > Ensure that enquiries regarding patient welfare are dealt with promptly by directing to relevant nursing or medical staff immediately.
Quality Improvement	<ul style="list-style-type: none"> > Maintain a strong customer focus and ensure a commitment to continuous improvement; > Operate under the Code of Conduct for SA Public Sector Employees, as well as RAH Corporate Policies; > Regularly review and keep abreast of any administrative and/or policy changes, and attend/participate in meetings and training workshops; > Take action in preventing and correcting errors whenever possible, and assist in the resolution of conflicts/difficulties encountered during the course of duty; > Participate in personal performance management and staff development activities; > Assist the Supervisor by providing feedback in relation to workloads and administrative improvements, provide timely negotiation of leave, and assist in training and development of new and existing staff; > In the event of the Supervisor's absence, undertake the responsibilities, to your abilities, in order for the Department to administer its services.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to converse appropriately and interact effectively in all situations with patients, relatives, and visitors, with a high standard of interpersonal and communication skills and the ability to work with a multidisciplinary team;
- > Possess the desire, initiative and ability to develop procedures in a practical manner, while being able to work independently, be resourceful, and work under pressure to produce work of a high standard;
- > Proven ability to assess, plan, implement and evaluate multiple workloads and prioritise to meet deadlines, readily assimilate new information and procedures and react positively in implementing changes;
- > Demonstrated ability to handle difficult situations with confidence, demonstrate team behaviours, participate in decision making, able to problem solve, analyse information and initiate proposals and suggestions
- > A commitment to providing excellent service to persons requiring assistance and with people from varied backgrounds;
- > Current (last 6 months) keyboarding speed and accuracy assessment of (minimum) 20-30 wpm, as well as good numeracy, spelling and grammar skills.

Experience

- > Experience with Microsoft Word, Excel, and Outlook;
- > Experience in using a wide range of office/resource equipment, and carrying out a variety of administrative duties;
- > Experience is working in areas where confidentiality must be applied and maintained

Knowledge

- > Working knowledge of and commitment to Equal Opportunity and Occupational Health Safety and Welfare policies and Legislation;
- > Knowledge of general administrative procedures, and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Completion of, or working towards, relevant courses for development and personal growth.

Personal Abilities/Aptitudes/Skills:

- > Ability to demonstrate leadership and apply leadership principles;
- > Ability to present information and train administrative staff;
- > Ability to use RAH-specific computerised information systems.

Experience

- > Experience working in a hospital environment and/or with hospital computerised systems.

Knowledge

- > Knowledge of medical terminology;
- > Knowledge of hospital policies and procedures.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network / Royal Adelaide Hospital / Surgical Admissions Suite:

The Surgical Admissions Suite is integral in ensuring patients are correctly admitted in a timely fashion for surgery. This supports the needs of the Operating Room Services to utilise allocated theatre time and resources, and enables medical, anaesthetic and nursing staff to provide the best care they can.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability;
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes;
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia;
- > Service, Respect and Courtesy - Serving the people of South Australia;
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust;
- > Accountability- Holding ourselves accountable for everything we do;
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: