



## ROLE DESCRIPTION

<b>Role Title</b>	Administrative Officer
<b>Classification Code</b>	ASO2
<b>Position Number</b>	P35817
<b>Local Health Network</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
<b>Hospital / Service / Cluster</b>	Mental Health Service
<b>Department/Section / Unit/ Ward</b>	Rural and Remote Mental Health
<b>Role reports to</b>	Administration Manager
<b>Role Created/ Reviewed Date</b>	February 2020 / January 2024
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category B (Indirect contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

## ROLE CONTEXT

### Primary Objective(s) of role:

The Administration Officer is responsible for providing quality, timely and confidential administrative support to assist in the delivery of projects, programs and/or services within the multidisciplinary Barossa Hills Fleurieu LHN.

### Direct Reports:

> Nil.

### Key Relationships/ Interactions:

#### Internal

> Develops and maintains collaborative and productive working relationships with all members of the multi-disciplinary Barossa Hills Fleurieu Local Health Network MH and other relevant LHNs.

#### External

> As required, liaises with mental health consumers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a professional manner to support the maintenance of a positive image for the LHN and influence the development and fostering of effective partnerships and relationships.
- > Facilitating smooth transitions of consumers between country and metropolitan services that supports the recovery journey.
- > Prioritisation of own work to ensure on time delivery of outcomes and meeting deadlines, particularly in the context of multiple and potentially competing demands on the incumbent's time.
- > Utilising modern and effective communication methods to actively engage and participate with members across LHNs and SA Health.
- > Working in and/or with people from rural, remote and / or very remote country locations.

### Delegations:

> Nil.

**Resilience:**

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

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

**General Requirements:**

\*NB References to legislation, policies and procedures includes any superseding versions

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 to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.  
*Mental Health Act 2009 (SA)* and Regulations.  
*Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**Special Conditions:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > A current driver's license is essential, as is a willingness to drive on country roads and travel in light aircraft as required. Intra state travel will be required; interstate travel may be required.
- > Flexibility and some out of hours work may be required.
- > Barossa Hills Fleurieu LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end Barossa Hills Fleurieu LHN MH promotes the principles of PERMA+, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p><b>Provide a range of responsive, professional and efficient secretarial support services</b></p>	<ul style="list-style-type: none"> <li>&gt; Assisting in the provision of quality word processing services, including the preparation and editing of letters, minutes and other correspondence in accordance with the LHN MH practices and procedures.</li> <li>&gt; Assisting in the maintenance of accurate and effective record management systems.</li> <li>&gt; Responding to queries and urgent issues, in a timely manner, including liaising with internal and external staff and stakeholders in order to obtain and disseminate accurate and relevant information.</li> <li>&gt; Arranging appointments with a range of stakeholders, as required, including other directorates and operational areas, consumers Health Units, other Government departments, other agencies, community groups and health providers.</li> <li>&gt; Contributing to the delivery of quality consumer care within the LHN MH service, including providing a responsive point of contact, delivering accurate information, and organising appointments, for visitors and telephone callers.</li> <li>&gt; Providing effective assistance with the sorting, processing and distribution of correspondence, as directed, to support workgroup needs.</li> <li>&gt; Undertaking a range of effective desktop publishing activities, as required, including for the delivery of urgent or confidential items.</li> <li>&gt; Arranging accommodation and flights, when requested.</li> <li>&gt; Providing effective organisation for the maintenance and monitoring of stationery and all relevant office equipment and requirements.</li> <li>&gt; Ordering supplies and processing invoices for payment as required/requested.</li> </ul>
<p><b>Contribute to the maintenance and continual improvement of an efficient and high quality administrative support service</b></p>	<ul style="list-style-type: none"> <li>&gt; Assisting in the development, maintenance and reviewing of administrative systems and processes.</li> <li>&gt; Providing efficient assistance to other staff members, when requested, to meet business goals and timelines.</li> <li>&gt; Contributing to the development and implementation of best practice in the delivery of administrative services through participating in a range of continuous quality improvement, and relevant staff development activities.</li> </ul>
<p><b>Contribute to the good management of the MH service</b></p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the achievement of outcomes, as identified in the LHN's Strategic Plan, including supporting the development and implementation of departmental strategic directions and plans, as directed.</li> <li>&gt; Understanding and complying with all relevant workplace policies and procedures.</li> <li>&gt; Assisting in the maintenance of accurate and effective record management systems.</li> <li>&gt; Contributing to a safe work environment, including identifying and reporting all health and safety risks, accidents, incidents, injuries property damage and near misses, complying with and have a working knowledge and understanding of infection control policies and procedures, and utilising appropriate personal protective equipment, as required.</li> </ul>

<p><b>Contributing to the provision of services that are culturally appropriate and sensitive</b></p>	<ul style="list-style-type: none"> <li>&gt; Acknowledging all cultures and their individually diverse communities, including the acknowledgment of the local Aboriginal community and their unique cultural background.</li> <li>&gt; Promoting access and equity of services for people from non-English speaking, multi-cultural, and/or linguistically diverse backgrounds.</li> <li>&gt; Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their mental health.</li> <li>&gt; Promoting access and equity of services to Aboriginal and Torres Strait Islander people.</li> </ul>
<p><b>Provide effective, flexible and responsive contribution to a multi-disciplinary team which supports the achievement of key goals and objectives</b></p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the identification, implementation and review of opportunities for improvements to team communications, capabilities, processes, practices and outcomes.</li> <li>&gt; Contributing to the delivery of an effective culture of engagement and information sharing within the team.</li> <li>&gt; Contributing to the enhancement of well-being across the team by building strong networks of relationships at all levels within the organisation.</li> <li>&gt; Contributing to the identification and achievement of tangible goals for the team.</li> </ul>
<p><b>Contribute toward the provision of a safe and healthy environment for self and others</b></p>	<ul style="list-style-type: none"> <li>&gt; Reporting all accidents, incidents and near misses.</li> <li>&gt; Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others.</li> <li>&gt; Carrying out responsibilities as detailed in occupational health and safety and injury management policies and procedures.</li> <li>&gt; Contributing to the identification, implementation and review of opportunities for improvements to team communications, capabilities, processes, practices and outcomes.</li> </ul>
<p><b>Develop and support a standard of excellence in mental health care</b></p>	<ul style="list-style-type: none"> <li>&gt; Committing to the National Standards for Mental Health Services, and performing role and responsibilities in accordance with those standards, vision and values.</li> <li>&gt; Participation in continuous quality improvement activities to achieve accreditation.</li> <li>&gt; Maintaining contemporary knowledge and skills through involvement in ongoing staff development and education.</li> <li>&gt; Attending mandatory in-service programs and training.</li> <li>&gt; Promoting community acceptance and the reduction of stigma for people affected by mental disorders and/or mental health problems.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Nil.

#### Personal Abilities/Aptitudes/Skills

- > Sound written and verbal communication skills in order to liaise effectively across a multi-disciplinary environment, including the ability to communicate collaboratively with a range of staff and consumers.
- > Ability to work effectively under general direction and to solve problems, meet priorities, and effectively use work related resources and information.
- > Ability to work effectively in a team to support a cohesive, positive and motivated organisational culture.
- > An empathy/understanding of people suffering from a mental illness.
- > Commitment to meeting the needs of consumers in the mental health service.
- > Ability to engage with Aboriginal community/consumers in a culturally appropriate manner and a willingness to undertake further training in this manner.

#### Experience

- > Demonstrated experience in the provision of an efficient range of administrative support services, including the preparation of documents, letters and reports, the coordination of meetings, minutes and agendas, the provision of a responsive reception service, and the monitoring and maintenance of office supplies.
- > Experience in Microsoft Office software packages including word processing, desktop publishing, Excel and Outlook.
- > Experience in records management.
- > Experience working with Aboriginal consumers.

#### Knowledge

- > Knowledge of general administrative functions within an office.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

### DESIRABLE CHARACTERISTICS

#### Educational/Vocational Qualifications

- > Qualifications in Office Administration or Business Management.

#### Personal Abilities/Aptitudes/Skills

- > Ability to contribute to policy development, analysis and review.

#### Experience

- > Experience in contributing to projects, or project activities, to support business improvement.
- > Experience working within a mental health, healthcare or human services setting.

#### Knowledge

- > Knowledge of departmental policies and procedures regarding administration, records management, finance, human resources and procurement.
- > Knowledge of the SA Health Digital Telehealth Network (DTN).
- > Knowledge of medical records systems.

## 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 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.

### Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an expenditure budget of around \$280 million and an employed workforce of over 2000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Six regional LHNs oversee the rural public health system in South Australia. These LHNs provide community, rehabilitation and acute services to approximately a third of SA's population. The Vision of regional LHNs is to transform health care and actively deliver health benefits so that rural and remote South Australians live healthy lives. Within this broader context, the mission of the regional LHNs is to:

- > Support rural and remote South Australians to be healthy;
- > Commit to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their cares and families; and
- > Commit to enhancing the satisfaction, and promoting the talent, of its workforce.

Barossa Hills Fleurieu MH's mission is *"To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves"*. Within this context, there are 5 key goals that support the achievement

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of the Directorate's vision of "*Transforming health care and actively delivering health benefit.*" These are to achieve:

- > Effective, appropriate and sustainable mental health services.
- > Access to empowering and appropriate mental health services.
- > An appropriate, skilled and well supported mental health workforce.
- > Collaborative and research based mental health service planning and policy development.
- > Strong leadership through governance, transparency and accountability.



## Values

### BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration and kindness.
- > 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

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

**Name:**

**Role Title:**

**Date:**

**Signature:**

## 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:**

**Date:**

**Signature:**