



ROLE DESCRIPTION

Role Title:	Reception / Administration Officer		
Classification Code:	ASO2	Position Number	M57834
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (CALHN)		
Hospital/ Service/ Cluster:	The Queen Elizabeth Hospital		
Division:	Heart and Lung		
Department/Section / Unit/ Ward:	Respiratory Medicine		
Role reports to:	ASO3 Administration Coordinator		
Role Created/ Reviewed Date:	May 2024 Reviewed		
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children's Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)		
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:

The Receptionist/Medical Typist provides a range of clerical support services, which contribute to the efficient and effective operation of the Respiratory Medicine Department. Duties include providing a reception and information service both in person and by phone, to patients and other stakeholders. Ensuring the efficient operation of outpatient services for medical clinics, trials, nursing, and laboratory appointments. Provide a typing service to finalise and distribute reports.

Direct Reports:

The ASO2 Receptionist / Administration Officer reports directly to the ASO3 Administration Coordinator.

Key Relationships/ Interactions:

Internal

- Responsible to the Head of Unit through the ASO3 Secretary.
- Required to work in close liaison with other administrative staff to coordinate a timely and efficient service.
- Liaises with a broad range of health professionals, patients, relatives, other administrative staff.
- Waitlist management.
- Subject matter expert for Sleep Lab administration and first point of contact.

External

- Liaises with external agencies that relate to the Respiratory Medicine service.
- Coordinating with referring Doctors and stakeholders to meet appointment requirements in a timely manner.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Required to be adaptable to a changing environment and be abreast of patient requirements
- Able to handle multiple complex tasks simultaneously.

Delegations:

Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of an effective and efficient reception and medical typing support service to the Department by:</p>	<ul style="list-style-type: none"> • Providing an informative, prompt and accurate reception service for all clients (patients, medical, nursing and technical) in a courteous and confidential manner. Reception will include telephone bookings of appointments, providing a first point of contact for patients, attending to general enquiries, and providing details of test results for clinics. • Attending to telephone calls and all visitor enquiries and where appropriate, referring them to professional staff and other relevant departments. • Organising and administering clinics including ensuring referrals for patients are current, entered and linked to the appointments and Medicare requirements are fulfilled • Providing an accurate and timely typing service to the Department which includes formatting results. • Ensuring timely distribution of all mail. • Assist in maintaining a confidential filing system and service. • Assisting in the accurate maintenance and quality control of data held in the patient records by scanning reports and correspondence into Sunrise, ensuring that all necessary information is available. • Ensuring accurate appointments are made in the EMR booking system. • Participating in the provision of appropriate on the job training of new and relief administrative staff and provide support for other areas, as required. • Contributing to the efficient administration of the Unit by undertaking any duties relevant to the classification of the position as required by the Supervisor.
<p>Ensure that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets by:</p>	<ul style="list-style-type: none"> • Assist with and/or developing and establishing key performance indicators for all critical activities relevant to the service in accordance with the quality evaluation program. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills

- Demonstrated ability to work under pressure, prioritise and meet tight deadlines.
- Ability to work with minimal supervision.
- Effective verbal and written communication skills suitable for liaison with staff and public within a multi-disciplinary workplace.
- Proven ability to contribute to and work in a harmonious team environment.
- Demonstrated ability to communicate sensitively and effectively with all patients, both face to face and over the phone.
- Ability to solve problems with limited assistance, using initiative and judgment.
- Ability to handle confidential matters.
- Ability to adapt to a changing environment.
- Demonstrated ability to accurately enter data into databases/information systems.
- Ability in taking minutes and typing medico legal reports.

Experience:

- Previous medical reception or general office experience within a hospital environment.
- Experience working in an area of public contact and in customer service role/reception.
- Demonstrated experience in the use Microsoft software applications e.g. Word, Excel, and Outlook.
- Previous experience using a computerised administrative and booking system.

Knowledge:

- Knowledge of medical terminology.
- Knowledge of and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of or willingness to undertake relevant studies/courses, e.g. Manual Handling, Basic Life Support, Code of Ethics Awareness.

Personal Abilities/Aptitudes/Skills:

- Works well autonomously and takes initiative to manage own workload.
- Patience and flexibility.
- Empathy and active listening.
- Time management and accountability.

Experience:

- Experienced in use of patient-based computer information systems e.g. Sunrise, OACIS, Visage, Sentry Suite.
- Experienced in establishing and maintaining appropriate medical records and waitlists.
- Experienced in a medical environment.

Knowledge:

- Knowledge of the patient journey and experience.
- Understanding of Medicare billing codes.
- Knowledge of Hospital policies and procedures.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.

General Requirements:

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

- Work Health and Safety Act 2012 (SA) maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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.
- Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Independent Commissioner Against Corruption Act 2012 (SA).
- Information Privacy Principles Instruction.
- 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and 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.

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.

Resilience:

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

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit, Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH)

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

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.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date: