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## SA Health Job Pack

Job Title	Receptionist/Administrative Officer
Eligibility	Open to Everyone
Job Number	712132
Applications Closing Date	28/02/20
Region / Division	Southern Adelaide Local Health Network
Health Service	SALHN Regional Office
Location	Karpa Ngarrattendi Aboriginal Liaison Unit
Classification	ASO2
Job Status	Full-time, temporary up to 31 Dec 2021
Total Indicative Remuneration	\$55,315 to \$59,503 per annum

## Contact Details

Full name	Theresa Francis
Position Title	Manager Karpa Ngarrattendi Aboriginal Liaison Unit
Phone number	08 82045012
Email address	Theresa.Francis@sa.gov.au

## 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:

Working with Children Screening - <b>DHS</b>	<b>Yes</b>
Vulnerable Person-Related Employment Screening - <b>NPC</b>	<b>Yes</b>
Aged Care Sector Employment Screening - <b>NPC</b>	<b>No</b>
General Employment Probity Check - <b>NPC</b>	<b>Yes</b>

Further information is available on the SA Health careers website at <https://www.sahealthcareers.com.au/information/>, or by referring to the nominated contact person above.

## Immunisation Risk Category

*Category C (minimal patient contact)*

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact).

[Please click here for further information on these requirements.](#)

## 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

<b>Position</b>	Receptionist/Administrative Officer
<b>Classification</b>	ASO2
<b>Division</b>	SALHN Aboriginal Health Services
<b>Department / Section / Unit / Ward</b>	Karpa Ngarrattendi Aboriginal Liaison Unit
<b>Role reports to</b>	Operationally: > Operations Manager Karpa Ngarrattendi Professionally: > As above
<b>CHRIS 21 Position Number</b> M55860	<b>Role Created / Review Date</b> 01/11/2019
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category C (minimal patient contact)

## JOB SPECIFICATION

### Primary Objective(s) of role:

Ensure Public enquiries, both presenting and by phone, are handled efficiently and effectively by providing up to date information. Provide a quality reception/administrative services to clients and Karpa Ngarrattendi team.

### Direct Reports: (List positions reporting directly to this position)

> Operations Manager Karpa Ngarrattendi

### Key Relationships / Interactions:

Internal:

> Operations Manager Karpa Ngarrattendi

External:

> Members of the Aboriginal Health Service team and will work closely with other health professionals in Aboriginal Health, Allied Health and across Southern Adelaide Local Health Network.

### Challenges associated with Role:

Major challenges currently associated with the role include:

Ability to multi-task and time manage effectively

### Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

## 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 SALHN 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, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.

## 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.

### Special Conditions

- > 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* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> <li>&gt; Ensure a quality reception/administrative service to clients and staff of Karpa Ngarrattendi Aboriginal Liaison Unit</li> </ul>
Key Result Area	<ul style="list-style-type: none"> <li>&gt; Ensuring Public enquiries, both presenting and by phone, are handled efficiently and effectively by providing up to date information;</li> <li>&gt; Ensuring all clients and patients are registered on health track;</li> <li>&gt; Maintaining the appointment system for Karpa Ngarrattendi staff and co-located agencies by scheduling and cancelling appointments;</li> <li>&gt; Maintaining a confidential client service;</li> </ul>
Key Result Area	<ul style="list-style-type: none"> <li>&gt; Ensuring communication between the AFC and KN regarding discharge of local clients</li> <li>&gt; Provision of accurate and efficient administrative support to the Aboriginal Liaison team as required</li> </ul>
Key Result Area	<ul style="list-style-type: none"> <li>&gt; Maintain stock in reception area and management of data where necessary</li> <li>&gt; Promoting health services to the community, including the updating of notice boards and publication display areas with relevant up to date information</li> </ul>
Contribution to effective operation of unit	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > None stated

### Personal Abilities/Aptitudes/Skills

- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
- Effective Communication, problem solving, conflict resolution and negotiation skills.
- Demonstrated ability to work in a culturally sensitive and accountable manner with Aboriginal individuals, families and communities.
- Confidence, empathy and integrity in all interactions with clients.
- Sound interpersonal skills with the ability to communicate and maintain good working relations with colleagues and other staff members.
- Sound analytical skills to assess and respond promptly to client, personnel and/or clinic issues.
- Good organisational skills including the ability to prioritise work.
- Demonstrated computer software competencies including: MS Outlook - email send and receive; MS Word – templates, tables and word processing; MS Excel – creating spreadsheets.

### Experience

- Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)
- Working in a collaborative team environment.
- Previous experience working in a reception/administration role.
- Working in a health, health care or health-related setting.
- Relating effectively with Aboriginal and Torres Strait Islander people.

### Knowledge

- Awareness of person and family centred care principles and consumer engagement principles and Understanding of holistic approaches to the management of health and wellbeing
- Knowledge of systems and procedures relating to an office setting.
- Awareness of National Safety and Quality Health Service Standards
- An understanding of the principles of confidentiality in accordance to SALHN Policy

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Personal Abilities/Aptitudes/Skills

- Competent Computing skills including ATS, OACIS, and Health Track Programs
- Competent skills in booking and scheduling of client appointments

### Experience

- Proven experience in basic computing skills, including email and word processing.

### Knowledge

- Awareness of the Charter of Health and Community Services rights.

### Educational/Vocational Qualifications

- > None stated

### Other Details



### 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.

### SA Health Challenges

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

### 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.

### Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

### Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Receptionist/Administrative Officer in the SALHN Aboriginal Health Services Division and organisational context and the values of SA Health as described within this document.

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Name

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Signature

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Date