

# Role Description

Medical Administrative Assistant - AS02



<b>Position Number</b>	P35836	
<b>Position Title</b>	Medical Administrative Assistant	
<b>Classification Code</b>	AS02	
<b>LHN</b>	Flinders and Upper North Local Health Network (FUNLHN)	
<b>Directorate</b>	Medical Services	
<b>Location</b>	Port Augusta	
<b>Department/Unit/Ward</b>	Medical Administration	
<b>Position reports to</b>	P38605 Manager of Medical Workforce	
<b>Delegation Level</b>	No finance delegation	No HR delegation
<b>Position Created/Reviewed</b>	November 2025	
<b>Criminal History Clearance Requirements</b>	Working With Children Check (WWCC) (DHS) Unsupervised contact with vulnerable groups (NPC)	
<b>Immunisation Risk Category</b>	Category C	

## Role Context

### Primary objectives of role:

The Administrative Assistant is accountable to the Manager of Medical Workforce for the provision of highly organised and efficient administrative assistance and support to the Medical Liaison Officers.

The Administrative Assistant will provide a professional, confidential, and comprehensive administrative service and is a member of the FUNLHN Medical Services Team.

The Administrative Assistant will provide administrative support to relevant Committees as directed

## Key Result Area and Responsibilities

### Provision of a confidential, efficient and effective administrative support service by:

- Providing an administrative service within the Medical Services Team by monitoring and actioning correspondence as directed, responding to telephone enquiries and co-ordinating appointments and meetings.
- Assist in the provision of an administrative service to committees as directed, including attendance at meetings, preparation of agenda and minute taking, follow-up of actions as required and circulation of relevant material.
- Provide effective and timely communication in the preparation of correspondence and liaising as directed.
- Provide an accurate, efficient, and effective administrative support service by developing, monitoring and modifying (as required) appropriate administrative office and organisational systems and procedures in liaison with other Medical Services administration staff.
- Assist with intra/interstate travel, accommodation and itinerary arrangements for Medical Services employees as required.
- In consultation with the Medical Liaison Officer will assist the Medical Education Unit in administrative related matters regarding Interns and PGY doctors.

### Ensuring that the best possible environment and work practices are developed and maintained by:

- Providing high level, culturally competent customer service to the Medical Services team.
- Exercising initiative and judgement, particularly in sensitive and / or high pressure situations.
- Adhering to stringent time frames.
- Assisting with carrying out research, special projects and compiling reports as required.
- Maintaining confidentiality as stated and required in the SA Health Care Act.
- Practicing in accordance with the philosophy, objectives, policies and procedures of FUNLHN.
- Ensuring that appropriate standards of service are maintained through active participation in Quality Improvement programs.
- Monitoring own performance through participation in performance review processes..

### Prioritising workloads and ability to work autonomously

- Ability to work both unsupervised and within a team environment.
- Demonstrated good time management skills.
- Demonstrated ability to use initiative and/or judgement

## Knowledge, Skills and Experience

### Essential Minimum Requirements

#### Educational/Vocational Qualifications

- NIL

#### Personal Abilities/Aptitudes/Skills

- Sound communication and interpersonal skills including a high level of written and verbal skills together with a demonstrated ability to relate to all levels of management, staff, customers and external organisations.
- Demonstrated ability to recognise and deal discreetly with confidential matters and demonstrated integrity of the highest order.
- Demonstrated ability to meet deadlines, perform well under pressure and work with limited supervision and direction.
- Ability to analyse problems, formulate suitable solutions and implement appropriate actions.
- Excellent keyboard skills are essential together with a demonstrated use of a variety of computer software packages, particularly Word Processing, Power point and Excel.
- High level of organisational skills including excellent time management and the ability to prioritise workloads.
- Proven commitment to Customer Service and Continuous Improvement principles.
- Demonstrated ability to screen calls and appointment requests
- Demonstrated ability to work autonomously and as a member of the team, contributing positively to the Spirit of team cooperation

#### Experience

- Proven experience in providing a confidential and professional administrative support service with efficiency and accuracy.
- Experience in providing accurate and professional administrative services to Committees including minute taking, preparing agendas and other relevant material and attending to relevant action items.
- Proven experience in establishing and maintaining effective office systems and procedures.
- Experience in undertaking minor research projects, including the compilation of data and the preparation of briefing documents and summary reports.

#### Knowledge

- Sound knowledge of grammar, spelling and layout/presentation of documents.
- An understanding of the spirit of the principles of the legislative requirements of AS/NZS ISO 31000:2009 Risk Management standard, Equal Employment Opportunity and Work Health & Safety legislation.
- Knowledge of Records Management systems and processes.
- Knowledge and understanding of the Public Employment Code of Ethics for Public Employee

### Desirable Characteristics

#### Educational/Vocational Qualifications

- Qualification or certificate in administrative or business area

### Experience

- Previous experience working in a Health service.
- Experience providing administrative support at an Executive level
- Experience working with a Governing Board

### Knowledge

- Knowledge of the functions and role of a health unit
- An understanding of government mechanisms and public sector administrative policies and procedures.
- Knowledge of SA Health Internet Based Systems.

### Key Relationships/ Interactions:

#### Internal

- The Administrative Assistant is responsible to the Manager of Medical Workforce and works closely with the Medical Liaison Officers.

#### External

- The Administrative Assistant communicates and liaises with staff in the Rural Support Service (RSS) and other Local Health Networks, the Medical Education Unit Adelaide University, doctors surgeries and Local GPs

### Direct reports:

- NIL

### Challenges associated with role:

Major challenges currently associated with the role include:

- Adhering to stringent timeframes, prioritising and multi-tasking.

### 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 National Police Certificate (NPC).
- Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- *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 (SAPOL) or from an accredited CrimTrac Provider, confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- Prescribed positions under the *Disability Services Act 1993* must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- Risk-Assessed roles under the National Disability Insurance Scheme (NDIS) (*Practice Standards – Worker Screening Rules 2018*) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.

- NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- WWCCs and NDIS Worker Screening Checks 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.
- Must be an Australian Resident or hold a current working visa.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

#### 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 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injuries / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- Meet immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination Policy*.
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse and 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 create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.
- To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

- SA Health / FUNLHN / other relevant departmental policies, procedures and standards.

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.

#### **Resilience:**

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

#### **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:**

FUNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. FUNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

#### **Performance development**

It is your responsibility to actively participate in the Performance Review and 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 FUNLHN 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.

#### **Partnering with Consumers**

The Flinders and Upper North Local Health Network is committed to involving consumers, communities and carers in the planning, design and evaluation of our health services. We do this through (but not limited to) Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee, Health Advisory Councils, Community Network Register and with consumer representation on operational committees. Furthermore, advocacy and advice is sought as appropriate from specialist support group Experts by Experience and representatives for mental health, aged care, child and youth care, disability and other groups.

## 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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern 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.

## 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.

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 specific occupation and/or profession.*

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.



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**Role Description Approval**

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

**Name:** \_\_\_\_\_ **Role Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**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:** \_\_\_\_\_