



## ROLE DESCRIPTION

<b>Role Title</b>	Administration Officer
<b>Classification Code</b>	ASO2
<b>Position Number</b>	P21192
<b>Local Health Network</b>	Yorke and Northern Local Health Network Inc.
<b>Hospital / Service / Cluster / RSS</b>	Clare Hospital & Health Service, Kara House
<b>Department/Section / Unit/ Ward</b>	Administration
<b>Role reports to</b>	Administration Team Leader
<b>Role Created/ Reviewed Date</b>	Reviewed November 2019/ January 2021/ January 2025
<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 checked="" 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 the provision of a high quality, confidential administrative service to clients and staff of Kara House, Aged Care Facility.

The Administrative Officer will be responsible for the creation, storage, retention and disposal of residents' records and contribute to an efficient resident management system, LeeCare.

The Administrative Officer will coordinate the ordering of stationary and medical supplies as requested and the processing of invoices for Kara House, Aged Care Facility.

The Administrative Officer will be required to develop and maintain spreadsheets, create documents using desktop publisher and be proficient in taking and typing minutes for meetings.

The Administrative Officer will assist with the Aged Care Quality and Safety Commission Accreditation process as required.

### Key Relationships/ Interactions:

#### Internal

- > The Administrative Officer reports the Administrative Team Leader, and is accountable to the Director of Nursing and Midwifery and the Divisional Director Care of the Older Person, Yorke and Northern Local Health Network and takes daily direction from the Nurse Unit Manager, Kara House, Aged Care Facility.
- > Works as a member of a team to achieve outcomes in a cooperative and constructive manner.
- > The incumbent of this position may be required to provide support relief for different areas within the Administration Team.

#### External

- > Other Departments of the Health Service.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > To maintain a streamlined Medical Records process to ensure that residents' records are up to date at all times.
- > To assist with any challenges that may arise in regard to Accreditation processes for aged care facility as directed by the manager.
- > Requirement to be effective and proficient in all aspects of the administration duties and to be able to work autonomously when required.

**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 Yorke and Northern 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 / Yorke and Northern Local Health Network from drop down; 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:**

Yorke and Northern Local Health Network from drop down; welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke and Northern Local Health Network from drop down; 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 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 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
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker 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.
- > Current SA Drivers Licence and willingness to drive may be required.
- > Some out of hours work may be required.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p><b>The Administrative Officer will contribute to the provision of a high quality for both internal and external clients of Kara House by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Maintaining an efficient records management system by ensuring correct data entry requirements via Lee Care are met at all times.</li> <li>&gt; Providing a broad range of administrative and secretarial support to the Nurse Unit Manager, Kara House including monitoring correspondence, word processing typing confidential letters and documents.</li> <li>&gt; Providing support to a committee through the coordination of meetings, including agenda preparation, minute taking and follow up actions.</li> <li>&gt; Attending to client and staff enquiries on the telephone or in person and providing relevant advice and assistance and/or referring the enquiry to the most appropriate person for attention.</li> <li>&gt; Undertaking desktop publishing as required and creating and maintaining excel documents/spreadsheets.</li> <li>&gt; Monitoring and maintaining stocks of stationery and administration supplies and ordering as required.</li> <li>&gt; Participate in staff development and training programs.</li> </ul>
<p><b>Maintain accurate electronic and hardcopy records and files by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Updating, filing and/or retrieving relevant records and files.</li> <li>&gt; Maintaining appropriate record management storage and retrieval systems for current and non-current files.</li> </ul>
<p><b>Contribute to the provision of high-quality Customer Service for both internal and external clients of Kara House by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Establish good working relationships with other Departments, internal and external customers of Kara House.</li> <li>&gt; Ensure teamwork within the staff group to meet and maintain deadlines and workloads.</li> <li>&gt; Provide a professional service to patients and visitors attending the Aged Care Facility.</li> </ul>
<p><b>Quality Improvements in performance and service by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Contribute and promote the provision of a safe working environment by complying and promoting the Work Health and Safety guidelines and legislation.</li> <li>&gt; Participation in data quality audits and recommendations.</li> </ul>
<p><b>Promote a positive and safe working environment by:</b></p>	<ul style="list-style-type: none"> <li>&gt; Comply with workplace policies and procedures.</li> <li>&gt; Participating in all activities associated with the management of workplace health and safety.</li> <li>&gt; Identify and report all health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace.</li> <li>&gt; Participate in a range of continuous quality improvement activities.</li> <li>&gt; Cultural sensitivity is maintained by attending and contribution to their learning in diversity of Cultural awareness and cross-cultural training, with a frequency determined as appropriate by the organisation.</li> <li>&gt; Ability to maintain consumer and staff confidentiality.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Proven ability to communicate effectively both verbally and in writing with a wide range of clients, members of the community, health service staff and staff from other agencies.
- > Demonstrated ability to work as a team member and contribute positively to a spirit of team cooperation.
- > Ability to work without supervision utilising initiative and/or judgement to ensure the timely completion of tasks and/or activities as directed.
- > Proven ability to meet deadlines under pressure and to take initiative where appropriate.
- > Proven ability to problem solve and report relevant issues to the Manager.
- > Adhere to instructions, established practices, procedures, and guidelines.
- > Bright and friendly demeanour with the willingness to assist with all customer and resident enquiries and able to relate well to the elderly.

#### **Experience**

- > Demonstrated experience in the use of Microsoft Office Suite with the ability to adapt to new software.
- > Experience using spreadsheets and desktop publishing.
- > Demonstrated experience in providing effective Administration support services and records/file management.
- > Understanding of OHS legislation and principles.

#### **Knowledge**

- > Microsoft office software.
- > Record keeping and archiving systems.
- > Freedom of Information Act.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Nil

#### **Experience**

- > Experience in a Health Environment / Aged Care Facility
- > Experience in Oracle Corporate Systems
- > Experience in the use of Chiron working systems
- > Experience in BASWARE Invoice Processing
- > Experience in using LEECARE

#### **Knowledge**

- > Knowledge of Quality Improvement principles.
- > Knowledge of Equal Employment Opportunity legislation.

## 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.

### Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

Clare Hospital and Health Service is under the division of Yorke and Northern Local Health Network. Kara House is a residential Aged Care Facility which is co-located at the hospital. Kara House offers accommodation for residents requiring a higher level of need.

## 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.

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:** Jodie Kernick

**Role Title:** Director of Nursing and Midwifery

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



**Date:** 16/01/2025

## 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:**