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SA Health Job Pack

Job Title	Unit Secretary - Gastroenterology Department
Job Number	674828
Applications Closing Date	25/1/19
Region / Division	Central Adelaide Local Health Network
Health Service	The Royal Adelaide Hospital
Location	Adelaide
Classification	ASO-2
Job Status	Part-time working 28 hours per week and temporary up to 12 months
Indicative Total Remuneration*	\$58,054/\$62,701

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:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Aleksandra Furkaliev
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Email address	Aleksandra.Furkaliev@sa.gov.au

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



ROLE DESCRIPTION

Role Title:	Unit Secretary
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	CALHN
Hospital/ Service/ Cluster	RAH
Division:	Surgical Directorate
Department/Section / Unit/ Ward:	Clinical Gastroenterology
Role reports to:	Senior Business Consultant, Surgical Directorate
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Unit Secretary is accountable to the Senior Business Consultant, Surgical Directorate for the provision of a comprehensive, confidential secretarial and clerical service to the staff of the Department of Gastroenterology & Hepatology. The Unit Secretary will also be required to carry out small projects under direction.

>

Key Relationships/ Interactions:

Internal

- > The Secretary is professionally accountable to the Senior Business Consultant, Surgical Directorate
- > Must work closely with the Director and Consultant(s) of the Unit to provide an administrative support service
- > Must work closely with multidisciplinary team members from the Unit and with other hospital departments to ensure that Departmental functions are carried out as required

External

- > Must liaise with patients, patient relatives, medical professionals and members of the public where required
- > Must liaise with a number of organisations external to the hospital to ensure that Departmental functions are carried out as required

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Prioritising of work and time management due to demands of the work environment
- > Working under limited supervision, applying initiative and using limited judgement through precedents, guidelines, procedures, regulations and instructions
- > Handling confidential and sensitive situations with tact and empathy
- > Using initiative and judgement when dealing with a broad range of clients

Delegations:

- > Not applicable

Resilience:

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

Performance Development

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

General Requirements:

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.
- > Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

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.

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 *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of an effective secretarial service for the Department of Gastroenterology and Hepatology Consultant Staff	<ul style="list-style-type: none"> > Attending to, screening and appropriately redirecting all telephone calls; > Maintaining a diary and email service for the Director including arranging appointments and coordinating meetings; > Assisting with planning and travel arrangements for the Director; > Maintaining a filing system for the Director; > Assisting in the typing and distribution of departmental consultant staff planning rosters; > Assisting in the drafting of correspondence; > Typing/word processing from handwriting or dictation of general administrative and educational material, e.g., rosters, medico-legal reports, correspondence, manuscripts, research grant applications, lectures/tutorials, submissions, reports, protocols/proformas, minutes of meetings, handouts and other confidential data; > Receiving and distributing or redirecting all correspondence; > Liaising with hospital departments, external agencies, services, surgeries and representatives etc; > Assisting in the planning and programme for visitors to the Department e.g., Nimmo Visitor; > Maintaining private patient clinic appointment diaries as required. > Ensure the provision of typing of private patient clinic correspondence as required. > Managing routine recurrent purchases of office supplies > Undertaking small projects under direction > As required, achieve other outcomes commensurate with this classification
Coordinate activities of other administrative staff within the Unit	<ul style="list-style-type: none"> > Assisting with the evaluation and redistribution of workloads as required; > Assisting with the management of “extra work”, and arrange distribution of extra tasks; > Reallocating urgent hospital work as appropriate when absences occur; > Assisting with the evaluation of work practices and methods, recommending changes and assisting in the implementation.
Assist in the efficient and effective administration of the Unit	<ul style="list-style-type: none"> > Participating in the design and conduct of quality assurance programs in the section; > Assisting with the planning of improvements and changes to procedures (eg. to devise and/or follow up recommendations from quality assurance programs); > Assisting in the selection, orientation and training of new staff; > Provide relevant statistics and other information to the department and Surgical & Specialties Services Management when required; > Assisting with administrative tasks (e.g., leave arrangements, stock monitoring); > Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty. As required, assist other ASO2 staff in resolving difficulties and conflicts and report any major conflicts/difficulties to the Assistant Administrative Manager,

	<p>Surgical & Specialties Service;</p> <ul style="list-style-type: none"> > Carrying out appropriate projects and information gathering under direction e.g., investigate complaints; > participating in departmental meetings, staff appraisal and staff development activities; > Contribute to the safety of all staff by reporting work environment and safety problems and equipment breakdown or malfunction to the appropriate person. > Facilitating the work of other Unit Secretaries within the Department of Gastroenterology & Hepatology through guidance, advice, demonstration and assistance with more difficult enquiries or tasks; > Monitoring and giving feedback on performance, giving attention to training and development needs; > Monitoring the flow of casenotes and radiology films to/from the section. > Liaising with Medical Records and other hospital staff & departments when difficulties are encountered and taking remedial action as necessary; > Acting as a mentor to new staff and providing additional training support as necessary; > Assist in the development, implementation and maintenance of clerical policies and procedures with the aim of improving the services provided. > >
<p>Contribute to the accuracy, completion and accessibility of patient records by</p>	<ul style="list-style-type: none"> > Timely typing/word processing from handwriting or dictation of letters, reports etc, copying and distributing these as appropriate; > Filing report(s) and other documents in the casenotes; > Redirecting documents which cannot be filed so that they can be included in the casenotes as soon as possible; > Recording casenotes movements and maintaining other records; > Adhering to the procedures regarding the security of the medical record or patient information whilst held in the unit.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Good numeracy, spelling and grammar skills.
- > Satisfactory completion of an approved typing test at 50-60wpm.
- > Ability to use a word processor and other computerised information systems.
- > Ability to audio-type.
- > Ability to take minutes at departmental meetings.
- > Ability to maintain confidentiality.
- > Effective interpersonal and negotiation skills, both verbally and in writing with various disciplines and levels of staff throughout the hospital.
- > Ability to relate to a wide range of people, including hospital employees, medical/research grant bodies.
- > Ability to work independently, meeting deadlines, working under pressure and within timeframes, with minimal supervision.
- > Ability to organise workloads and set priorities for yourself and others.
- > Ability to deal with sensitive matters in a confidential and discreet manner.
- > Ability to be self motivated and display initiative.
- > Effective conflict resolution skills.
- > Demonstrated initiative and good organisational skills.
- > Assertiveness - ability to handle difficult situations with confidence.

Experience

- > Previous secretarial experience.
- > Experience in dealing with high priority and confidential correspondence.
- > Knowledge of computerised information systems.
- > Experience with word processing and use of a personal computer.

Knowledge

- > Medical Terminology.
- > Knowledge of the interrelationships of hospital departments.
- > Awareness of the meaning of confidentiality.
- > Knowledge of staff and supervisory responsibilities in the area of equal employment opportunities, occupational health, safety and welfare, and the commitment to implement these principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Year 11 and/or Business studies certificate or similar.
- > Completion of appropriate staff development activities and other short courses (eg. counselling, supervision).
- >

Personal Abilities/Aptitudes/Skills:

- > Nil

Experience

- > Experience within a health unit.
- > Experience using computer information systems.
- > Medical secretarial experience.

Knowledge

- > Knowledge of hospital policies and procedures.

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 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:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

Royal Adelaide Hospital is committed to the achievement of best practice in the design and delivery of services to its patients. This involves the pursuit of quality improvement and innovation in every aspect of its operation.

Organisationally it requires structures and processes that;

- achieve devolution of authority and responsibility as near as practicable to the point of service delivery,
- establish clear lines of accountability and open the organisation to external scrutiny,
- facilitate and promote a team approach on the part of staff to facilitate optimal service outcomes and greater patient satisfaction,
- provide the opportunity for staff and customers to participate in the on-going evaluation of organisational performance and the determination of future directions.

In the provision of clinical services it requires that such services are,

- based on evidence based practice,
- benchmarked for best practice,
- provided within a safety culture,
- provided in a manner that is patient focused.

The Surgical Directorate incorporates a full range of Surgical Subspecialty services. The Directorate is committed to the principles of multi-disciplinary team care with the patient at the centre of care.

The Clinical Gastroenterology Unit is committed to delivering the highest standards of patient care in Gastroenterology and Hepatology. The Unit has a strong commitment to best evidenced clinical practice, research, teaching and continuing education and conducts regular peer reviews and clinical audit

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.

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 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: