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SA Health Job Pack

Job Title	Health Information Officer – Casual Pool – EHC
Eligibility	Open to Everyone
Job Number	865490
Applications Closing Date	1 May 2025
Region / Division	Yorke and Northern Local Health Network
Health Service	Community and Allied Health, Environmental Health
Location	Port Pirie
Classification	ASO2
Job Status	Casual Contracts available (up to 1 May 2025)
Salary	\$29.57 - \$31.81 per hour + 25% casual loading

Contact Details

Full name	Mikell Afford
Position	Environmental Health Centre Team Leader
Phone number	08 8638 4100
Email address	Mikell.Afford@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 Human Services (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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.

Immunisation

Risk Category B (indirect contact with blood or body substances)

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 B (indirect contact with blood or body substances). [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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



ROLE DESCRIPTION

Role Title:	Health Information Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input type="checkbox"/> Riverland Mallee Coorong Local Health Network <input checked="" type="checkbox"/> Yorke and Northern Local Health Network
Hospital / Service / Cluster / RSS	
Division:	Community and Allied Health
Department/Section / Unit/ Ward:	Environmental Health
Role reports to:	Manager Operational Services
Role Created/ Reviewed Date:	April 2022 P43854 Casual
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<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 Health Information Officer:

- > Is responsible for the provision of a customer focussed comprehensive confidential support service to Environmental Health Centre clients.
- > Provides an efficient frontline reception service to clients and staff in the Environmental Health Centre, contributing to the effective and efficient management of Environmental Health Centre services.
- > Provides a high level of communication with internal and external customers and a broad range of service providers within the Port Pirie region.
- > Is responsible for the accuracy and integrity of all client related data entered onto the Environmental Health Centre’s database.
- > Provides administration support and relief to other positions within the Environmental Health Centre.

Key Relationships/ Interactions:

Internal

- > Accountable to the Environmental Health Centre Team Leader
- > Reports via line management to the Manager Operational Services
- > Maintains cooperative and productive working relationships within all members of the Environmental health care team
- > Maintains cooperative and productive working relationships with other internal and external services relevant to Environmental Centre program.

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- > Works within a multidisciplinary team framework in collaboration with other health professionals, Yorke and Northern Local Health Network, SA Health and other government agencies.
- > Supports and works collaboratively with less experienced members of the health care team.

External

- > Establish and maintain working relationships with non-government agencies and service providers within the Port Pirie community.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Be familiar with all aspects of administrative duties required to support the Environmental Health Centre
- > Prioritising of work and time management due to demands of the work environment
- > Handling confidential and sensitive situations
- > Dealing appropriately and relevantly with children, women and their families where there are multiple complexities, diverse cultural backgrounds and expectations of clients

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 YNLHN 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.

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- > 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 / YNLHN 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:

YNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. YNLHN 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 and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs 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.
- > A current SA Drivers' licence and a willingness to drive government vehicles is essential.

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- > Attendance at mandatory training session as determined by the organisation.
- > Must be an Australian resident or hold a current working visa.
- > Some out of hours work may be required.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the effective operation and accuracy of data for the Environmental Health Centre (EHC) client database by:</p>	<ul style="list-style-type: none"> > Creating and maintaining family files both electronically and paper based. > Continuously tracking and updating family file movements. > Booking of blood lead test appointments and other contact appointments. > Providing accurate data entry of client information, blood lead test appointments and changes, services provided as well as environmental and lead abatement data. > Producing accurate daily appointment lists and family files retrieved to be available for appointment. > Generating weekly blood lead test appointment and reminder letters. > Generating end of month quality control reports and ensuring accuracy of same. > Generating standard and ad hoc statistical reports and evaluating these reports as required. > Collecting and collating statistics and other information as required. > Providing support and a troubleshooting service to other users of the database. > Maintaining the accuracy of client related registers. > Ensuring confidentiality of client information and records at all times.
<p>Actively demonstrate high level customer services principles by:</p>	<ul style="list-style-type: none"> > Providing an effective, efficient confidential reception service including the receiving of visitors and answering of telephone and face to face enquiries. > Identify customers' needs and provide accurate and timely information in relation to services offered through EHC and Community & Allied Health as well as external agencies. > Positively promoting the organisation both internally and externally. > Maintaining and ensuring client confidentiality at all times through paper based and electronic information access, whilst respecting the client's values and wishes.
<p>Contribute to the effective day to day operation of EHC by:</p>	<ul style="list-style-type: none"> > Checking and processing accounts payable invoices. > Providing a timely and accurate administrative support and keyboard service, including confidential reports and letters as well as filing and photocopying. > Ensuring all documentation is accurate and completed in a professional and timely manner within the allocated time frames. > Maintaining appropriate levels of stationery and client incentives by ordering to predetermined stock levels and ensuring all goods ordered are received. > Establishing and maintaining effective, efficient and appropriate office systems and work instructions. > Managing the correspondence and filing system in accordance with legislation and relevant policy and procedures. > Maintaining EHC's equipment/asset register by adding new purchases and tracking asset movements and disposals. > Maintaining EHC's hazardous chemical's register and ensuring relevant Material Safety Data Sheets are current. > Maintaining the operation of EHC's general office equipment by keeping the area functional and tidy and ensuring all equipment is in good working order. > Assist the Manager Operational Services as directed. > Work positively in a team to achieve team goals. > Participation and assistance in the orientation of new staff. > Participate in community promotional events as directed by the organisation.
<p>Teamwork and Communication:</p>	<ul style="list-style-type: none"> > Manage and prioritise personal workload, in collaboration with Manager Operational Services. > Adopt a proactive approach to developing and maintaining contemporary knowledge and skills relating to program objectives. > Work positively within a team, develop effective working relationships and contribute constructively to achieving team goals

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	<ul style="list-style-type: none">> Communicate effectively with a range of people (both verbally and in writing)> Contribute constructively and actively as a member of the multi-disciplinary team.> Promote effective workplace relations and practices.> Develop, implement and promote effective communication techniques.> Work effectively with culturally diverse clients and co-workers.> Actively participate in team meetings, Environmental Health staff meetings as well as other meetings as required.> Represent the Environmental Health Centre on committees and working parties as required.> Work effectively with other health professionals and services providers from other sectors.
Continuous Improvement:	<ul style="list-style-type: none">> The duties of this position may be adapted to changing organisational requirements, as determined by ongoing service wide planning processes.> Contribute to quality improvement programs and other organisational activities required to meet service / accreditation standards.> Contribute to the ongoing monitoring, evaluation and review of services.> Proactively respond to client complaints and feedback.> Contribute to service development, through data collection, collation, analysis and the development of recommendations on basic operations.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to produce work of a high standard.
- > Demonstrated ability to problem solve, be creative and work as part of a team.
- > Demonstrated ability to work with limited supervision, manage time effectively and be able to prioritise tasks.
- > Ability to use tact and initiative when dealing with difficult or sensitive work situations.

Experience:

- > Experience in the use of computer applications including Microsoft Office programs.
- > Experience in data management and using computerised information systems.
- > Experience in working in areas where confidentiality must be applied and maintained.

Knowledge:

- > Demonstrated knowledge of general office procedures and practices.
- > Understanding of employee responsibility with respect to Occupational Health and Safety and Equal Employment Opportunity legislation.
- > Knowledge and commitment to Customer Service Principles.
- > Knowledge and understanding of the principles of confidentiality.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

Experience:

- > Experience in a customer service position within a health service.
- > Experience in carrying out a wide range of administrative duties.

Knowledge:

- > Knowledge of Environmental Health Centre programs and an understanding of lead safe practices.
- > Knowledge of Medical Records systems including general retention and disposal requirements.

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.

The Port Pirie Environmental Health Centre aims to improve children's health and wellbeing in Port Pirie by focussing on primary prevention, detection and intervention to reduce the impact of lead, which affects early childhood development and overall health outcomes for children.

The Port Pirie Environmental Health Centre recognises the interconnectedness of all health determinants; economic, social and environmental and works together with other primary health care, early childhood and family support service providers to take action to improve the overall health and wellbeing of the Port Pirie community.

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:

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: