Government of South Australia | Health
Flinders and Upper North Local Health Network

Role Description

Administrative Assistant - AS02

Position Number	P23326	
Position Title	Administrative Assistant	
Classification Code	AS02	
LHN	Flinders and Upper North Local Health Network (FUNLHN)	
Directorate	Corporate Services	
Location	Port Augusta	
Department/Unit/Ward	Patient Services / Consulting Suite	
Position reports to	P23320 Manager Patient Services	
Delegation Level	No delegation	No delegation
Position Created/Reviewed	25/10/23 / March 2024	
Criminal History Clearance Requirements	Working With Children Check (WWCC) (DHS) Unsupervised contact with vulnerable groups (NPC)	
Immunisation Risk Category	Category B	

Role Context

Primary objectives of role:

The Administrative Assistant is directly responsible to the Patient Services Manager and provides high quality, confidential, administrative, customer and data entry service to clients, staff and visitors of the Port Augusta Hospital and Regional Health Service.

Key Result Area and Responsibilities

Maintain accurate electronic & hardcopy records and files

- Contribute to the accurate maintenance of the Patient Master Index (PMI) in accordance with Department of Health guidelines.
- Ensure case notes and case note forms meet minimum data standards.
- Comply with Medical Record Documentation and data capture Standards and Client Identification Standards
- Contribute to the accurate collection, collating, entering and filing of data.
- Contribute to the accurate maintenance of admissions and discharges leading to transfer to another Health Facility.
- Contribute to the accurate collection, collating, and filing of data for patient pathology reports.
- Timely preparation and completion of discharge records prior to coding
- Accurately update files, file documents, close and retrieve files.
- Maintaining confidential and secure record management storage and retrieval systems for current and non-current files.
- Contribute to the management of client records as per Department of Health Retention Disposal Schedule
- Comply with Freedom of Information legislation (processing requests, subpoenas, warrants, preparation and submission of statistical returns etc.)
- Reviewing and implementing appropriate Medical Record systems
- Develop and maintain the Ward Administrative Assistant procedure manual.

High quality customer service for both internal and external clients by:

- Attending to client 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.
- Liaise with staff, visiting Medical Practitioners to assist with in- house systems and standards requirement compliance.
- Attending to visitors in a professional manner and ensuring they are directed appropriately.
- Co-ordinating the booking of appointment for services provided by with other directorates and operational areas, Health units, other Government departments, other agencies, community groups and health providers.
- Taking and relaying clear and accurate messages

Administrative Support

- Provide accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with Departmental practices and procedures.
- Undertaking desktop publishing as required; particularly urgent or confidential items as directed.
- Assistance in arranging meetings, preparation of agendas, distribution of reference material and accurate recording and distribution of minutes.
- Liaise with outside organisations and staff to obtain information.
- Assist with the sorting, processing and distribution of electronic and hard copy correspondence as directed.
- Maintenance of tracking system within the clinical filing system (for current and secondary storage areas).
- Maintenance of stationery supplies.
- Managing bookings for seminar rooms relevant to the area.
- Monitoring equipment loans to other areas.
- Providing training for more junior Administrative Assistants.
- Responsible for collecting cash for daily television hire, telephone cards and other sundry accounts payable.

Continuous Quality Improvement

- Participating in quality improvement activities.
- Contributing ideas to improve administration processes and clerical services.
- Distributing patient comment cards.
- Contributes to ward/units service improvement plans.
- Promoting cohesive and positive team environment.
- Participate in relevant staff development reviews
- Contribute to the development and implementation of departmental strategic directions and plans.
- Contribute to the well-being of people in South Australia through participation 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.

Positive culture and safe work environment

- Comply with workplace policies and procedures.
- Participate in all activities associated with the management of workplace health and safety.
- Identify and report all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace.
- Comply with and have a working knowledge and understanding of Infection Controlling policies and procedures.
- Utilise appropriate personal protective equipment.
- Promote awareness and compliance with Equal Employment Opportunity principles.
- Cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate b the organisation.

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 member of a team and contribute positively to a spirit of team cooperation. Proven excellent customer service skills.
- Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
- A high level of competency in the use of computers, word processing and office administration processes and procedures.
- Sound word processing and data entry skills.
- Ability to comply with the health service policy on confidentiality.

Experience

- A high level of competency in the use of computers, word processing and office administration processes and procedures.
- Sound word processing and data entry skills.
- Experience in providing administrative and clerical support services.
- Developing spreadsheets, using the Microsoft Excel application.

Knowledge

- Knowledge of primary health care and community health principles.
- A general knowledge of Government Administrative Instructions and procedures and relevant legislation.
- Knowledge of current Microsoft suite of programs.
- Knowledge of office and clerical procedures.

Desirable Characteristics

Educational/Vocational Qualifications

- NIL

Personal Abilities/Aptitudes/Skills

- Possess proven organisation skills and an ability to cope with high volumes of work/enquiries and meet deadlines.
- Ability to use time and task management skills to optimize the organisation and efficiency of the Administration Department.

Experience

- Administration experience in a Health environment.

Knowledge

- Knowledge of customer services principles.

Key Relationships/ Interactions:

Internal

- Reports to the Patient Services Manager
- Network and establish working relationships with other administrative and nursing staff including visiting Medical Practitioners/Specialists
- All members of the Eyre, Flinders and Far North Region and staff from other agencies
- Works as a member of the team to achieve team outcomes in a cop-operative and constructive manner
- Works under minimal direction, in accordance with the strategic goals and priorities of SA Health, CHSA and the EFFN Region

External

- Department of Health
- Other Government Agencies
- Other Health Units / Services
- The Public of South Australia

Direct reports:

- Manager Patient Services / Consulting Suite

Challenges associated with role:

Major challenges currently associated with the role include:

- Be familiar with all aspects of administrative duties required to support the Port Augusta Hospital and Regional Health Service
- Prioritising of work and time management due to demands of the work environment
- Effectively liaising with difficult clients and sensitive issues
- Handling confidential and sensitive situations with tact and empathy
- Using initiative and judgement when dealing with a broad range of clients

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 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 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.
- 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: _____