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SA Health Job Pack

Job Title	Administration Officer (Casual)
Eligibility	Open to Everyone
Job Number	872649
Applications Closing Date	14 June 2025
Region / Division	Yorke and Northern Local Health Network
Health Service	Orroroo Hospital
Location	Orroroo, Jamestown and Peterborough (based in Orroroo)
Classification	ASO2
Job Status	Casual up to 14 June 2025
Salary	\$29.57 - \$31.81 per hour + 25% casual loading

Contact Details

Full name	Joan Luckraft
Position	EO/DON Orroroo
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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	Administrative Officer
Classification Code	ASO2
Position Number	P23086
Local Health Network	Yorke and Northern Local Health Network Inc.
Hospital / Service / Cluster / RSS	Orroroo Hospital
Department/Section / Unit/ Ward	Administration
Role reports to	EO/DON
Role Created/ Reviewed Date	Revised June 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is responsible for the provision of a high quality confidential; customer focused administrative service to clients, staff and visitors to the Yorke and Northern Local Health Network within the Orroroo Hospital and Orroroo Community Home.

The Administration Officer is required to manage the hospital switchboard and reception area.

The Administration Officer will be responsible for the creation, storage, retention and disposal of resident records and contribute to the efficient resident management system.

The Administration Officer will be required to maintain accurate Data entry into Chiron and Working Systems.

The Administration Officer will be required to develop and maintain spreadsheets, create documents using Microsoft Office suit and be proficient in taking and typing of meeting minutes.

The Administration Officer will assist with the Accreditation process as required.

Key Relationships/ Interactions:

Internal

- The Administration Officer reports to the Executive Officer/Director of Nursing.
- Network and establish working relationships with other administrative staff and all other
- Work as a team member to achieve outcomes in a cooperative and constructive manner

External

- Yorke and Northern Local Health Network Information Management Workgroup.
- Port Pirie Regional Health Services Clinical Coders.
- Local Health Networks and Other Government Agencies.
- Suppliers and Service Technicians.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Be familiar with all aspects of administrative duties required to support the Orroroo Hospital and Orroroo Community Home.
- Prioritising of work and time management due to demands of the work environment.
- Effectively liaising with all staff/clients on sensitive issues.
- Handling confidential and sensitive situations with tact and empathy.
- Using initiative and judgement when dealing with a broad range of procedures, standards and guidelines.
- Requirement to be effective and proficient in all aspects of the administration duties and to be able to work autonomously

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 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 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 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>The Administration Officer will contribute to the provision of a high quality customer service for both internal & external clients by:</p>	<ul style="list-style-type: none"> > Providing a broad range of administrative and secretarial support to the EO/DON and Senior Staff including monitoring correspondence, word processing, typing confidential letters reports and documents. > Providing Administrative Officer support to, Committees and/or working parties through the co-ordination of meetings, including agenda preparation, minute taking and follow up actions. > 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. > Attending to visitors in the reception area in a professional manner and ensuring they are directed appropriately. > Assisting with the sorting, processing and distribution of electronic and hard copy correspondence as directed. > Managing Fleet vehicle bookings and processing of vehicle log sheets. > Monitoring and maintaining stocks of stationer, medical forms and administration supplies. > Assisting with the provision of monthly statistical data. > Managing appointments for Allied Health Professionals and liaising with clients to amend appointments as required. > Maintaining efficient filing of all data as required.
<p>Ensure a professional, efficient administrative support service to the Peterborough Hospital & Nalya Lodge by:</p>	<ul style="list-style-type: none"> > Arranging appointments with other directorates & operational areas, health units, other agencies, community groups & health providers. > Undertaking accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with departmental practices and procedures. > Responding to queries and urgent issues in a timely manner when directed. > Undertaking desktop publishing as required; particularly urgent or confidential items as directed. > Liaising with outside organisations and staff to obtain information. > Assisting in the development, maintenance and reviewing of systems and processes. > Regular attendance at Regional Information Management Committee. > Processing of all daily assignment sheets onto the Proact Payroll System > Ensure rosters are created in a timely manner > Ensure all timesheets are signed off – and follow up with Managers if incomplete > Uploading of vacancies on the E-Recruitment system > Ensure completion of HR02 forms and all new employee forms – ensure all details are forwarded to Human Resources > Ensure staff training records are maintained through Electronic Training register
<p>Provide effective financial administration support to the health unit by:</p>	<ul style="list-style-type: none"> > Collecting, banking and receipting of all monies received. > Preparing trade accounts by matching invoices, delivery notes and statement to facilitate the correct payment and coding of trade accounts. > Scan all invoices and forward to Shared Services > Ensuring timely processing of invoices through Basware > Preparing and checking monthly creditor accounts, ready for authorisation. > Raising tax invoices or sale sundries on a monthly basis as required. > Raising all patient invoices, both long stay and acute > Debt Management > Ordering from Oracle as required

OFFICIAL

Maintain accurate electronic and hardcopy records and files by:	<ul style="list-style-type: none">> Maintaining appropriate record management storage and retrieval systems for current and non-current files.> Contributing to the management of client records as per GDS 28.> Registering details onto the client management data system.> Ensuring case notes and case note forms meet minimum data standards> Maintain accurate Staff records and personal files.> Knowledge of Aged Care Standards> Uploading of Documents into Leecare in a timely manner> Archiving of Medical Records and familiarisation with Electronic Medical Records roll out and future use.
Promote a positive and safe work environment by:	<ul style="list-style-type: none">> 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.> Participating in a range of continuous quality improvement activities.> Comply with and have a working knowledge and understanding of Infection Control policies and procedures.> 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 by the organisation.> Ability to maintain consumer and staff confidentiality.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated 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 establish and maintain empathy, integrity and confidentiality when dealing with issues of a sensitive or personal nature.
- > Demonstrated ability to work as a team member and contribute positively to a spirit of team cooperation.
- > Demonstrated ability to cope with a high volume of work and constant changes of priorities.
- > 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 client enquiries.

Experience

- > Proven experience in providing a confidential and professional secretarial and administrative support service to executive level staff with efficiency and accuracy.
- > Proven experience in office administration processes and procedures.
- > Proven experience in computer software packages including word processing, desktop publishing, Microsoft Excel and email.
- > Sound data entry skills.
- > Understanding of OHS legislation and principles

Knowledge

- > Microsoft Office software

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Sound understanding of financial and statistical reporting requirements.

Experience

- > Experience in Oracle Corporate systems.
- > Experience in Basware Invoice processing.
- > Experience in the use of Chiron working systems
- > Experience in using Leecare

Knowledge

- > Knowledge of Freedom of Information Act.
- > Knowledge of Quality Improvement principles
- > Knowledge of Safe Work practices.

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.

Orroroo Hospital services both acute clients and 10 commonwealth aged care residents in the health service. There is a 24 hour Accident and Emergency and outpatient service. Orroroo Community Home is a 16 bed Commonwealth aged care facility.

The health services work closely with Allied Health through GP Plus in Port Pirie; the Goydersline Medical Practice and Mid North Regional Community Health Department.

Orroroo Hospital and Orroroo Community Home is part of the Yorke & Northern Local Health Network SA Health

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: