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SA Health Job Pack

Job Title	Senior Administration Officer - Aged Care Team
Eligibility	Open to Everyone
Job Number	873222
Applications Closing Date	19 th July 2024
Region / Division	Yorke and Northern Local Health Network
Health Service	Care of the Older Person
Location	Various
Classification	ASO3
Job Status	Ongoing Full Time
Salary	\$66,590 - \$70,968

Contact Details

Full name	Vanessa Watson
Position	CenSTaR Administration Officer
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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 C (minimal patient contact)

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 C (minimal patient contact). [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	Senior Administration Officer
Classification Code	ASO3
Position Number	
Local Health Network	Yorke and Northern Local Health Network Inc.
Hospital / Service / RSS	Care of the Older Person
Department/Section / Unit/ Ward	Corporate Services
Role reports to	Divisional Director of Nursing
Role Created/ Reviewed Date	Rev – 1/6/2024
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 C (Minimal patient contact) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Service staff are accountable to the Divisional Director – Care of the Older Person, and responsible for the provision of timely administrative and support services to the Care of the Older person team.

The ASO3 will implement and provide support to the Aged Care Facilities of Yorke and Northern Local Health Network Inc (YNLHN) to implement and support the ongoing reform of Aged Care Service provision. A key focus of work involves supporting the implementation of ANACC assessment initiatives that lead to improved clinical and business systems in Residential Aged Care Facilities.

The position will contribute to the support of Aged Care service provision and reform across all aged care sites of YNLHN. Including a range of strategic ageing and disability reform initiatives and system change.

The position will develop key relationships with aged care leadership team and staff of Aged Care Sites to roll out the implementation of reforms and system change. The role will support the Care of the Older person team through diary management, minute taking and various tasks as assigned.

Direct Reports:

> Nil

Key Relationships/ Interactions:

- > Internal
- > Liaising, providing, and coordinating administration support to all members of the Care of the Older Person team.
- > Liaising and providing administration support to YNLHN site based Aged Care Teams
- > Liaises closely with other staff including other Departmental Managers.
- > External
- > Administrative support to LHN Committees as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Developing the administrative role in a new and progressive health environment
- > Supporting members of the team through complex change scenarios
- > Developing a collaborative working relationship with a range of internal and external stakeholders in an environment of new change.
- > Working with a high level of personal and professional integrity and motivation, to support the maintenance of a positive, collaborative relationships between the aged care sites
- > Developing processes and systems to capture relevant data to meet the reporting requirements of the initiatives and programs
- > Identifying and collating information at short notice

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:

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 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 for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Children and Young People (Safety) Act 2017 (SA) 'Notification of Abuse or 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.

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- > 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 & Northern Local Health Network 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.

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:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the Accountability Principles 2014 issued pursuant to the Aged Care Act 1997 (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.

- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Current SA Drivers' Licence and willingness to drive may be required.
- > Some out of hours work may be required.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Team support	<ul style="list-style-type: none"> > Provision of project, administration and Director support across various areas > Format and check review of briefings, reports, communication materials and other documentation as required > Providing administrative and project support to other staff of team as required.
High level administrative service	<ul style="list-style-type: none"> > Providing high level administrative support for meetings including taking of minutes, preparation of agenda items, reports (including collation, analysis and presentation of portfolio related data) > Maintain records management practices by complying with relevant records management policies and practices > Developing, implementing and maintaining systems and procedures that relate to effective performance in office management, evaluating systems and procedures and implementing change as required to meet new or increased demands. > Using initiative and judgement to ensure that important issues in communication and business processes are identified and acted upon.
Monitoring and Reporting	<ul style="list-style-type: none"> > Monitoring, evaluating and reporting on projects and submissions in a timely manner. > Provide technical assistance and advice to staff. > Assist with extracting reports and interpreting data in IT systems used in YNLHN
Communications	<ul style="list-style-type: none"> > Develop close working relationships with team and other relevant stakeholders to ensure understanding of reporting requirements. > Work as a collaborative member of the aged care team.

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Ensure the provision of a professional, confidential, and efficient Executive support by:	<ul style="list-style-type: none">> Providing an administrative service by identifying, monitoring and attending to urgent enquiries, ensuring resolution and quality control of responses coming from within the health unit, ensuring conformity to government policies and standards.> Maintaining a customer focused approach and respect for client and staff confidentiality.> Provide a high quality, confidential word processing service including drafting and formatting confidential.> arranging travel and accommodation requirements and itineraries for Staff as required.> Building and maintaining effective interpersonal relationships ensuring the provision of a timely, concise and accurate service.> preparing reports, letters and other documents in a confidential and efficient manner.> maintaining office file reference systems.> drafting correspondence from brief verbal communication and initiating routine letters and memoranda as required.
As an employee of the Health Service the incumbent is required to:	<ul style="list-style-type: none">> Maintain a helpful and co-operative attitude towards patients, residents, families, visitors and staff.> Conduct all interpersonal relationships with respect, courtesy and concern for individual.> Function in accordance with the Health Service policies and legislation.> Contribute to the promotion and implementation of the General Public Sector management aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Work Health Safety by adhering to the provisions of relevant legislative requirements.> Participate in Accreditation Activities relevant to the organisation.> Maintain a clean, neat and orderly workplace.> Be punctual.> Accept responsibility and accountability for adequately managing the official records he/she creates and receives according to relevant legislation, policies and procedures.>

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Highly developed interpersonal skills, including the ability to communicate effectively verbally and in writing.
- > Proven ability to lead and motivate a team to provide a quality service and to achieve agreed goals.
- > Ability to maintain accurate records.
- > Ability to maintain confidentiality in dealing with sensitive data and personal details.
- > Ability to plan and organise tasks, procedures, workflows and staff development.

Experience:

- > Ability to manage, supervise and develop staff.
- > Experience in establishing and maintaining effective administrative systems, procedures and technologies.
- > Experience in the development and implementation of policies and procedures
- > Experience in providing a confidential secretarial and clerical service.

Knowledge:

- > Sound knowledge of continuous quality improvement processes
- > Sound knowledge of administrative procedures
- > Knowledge of acts, awards and codes which relate to records management, human resources and freedom of information.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Qualifications relating to human resource management or office administration.

Personal Abilities/Aptitudes/Skills:

- > High level of proficiency in word processing and other computer applications.
- > High level of organisational skills including excellent time management skills and the ability to work autonomously and plan, prioritise and meet deadlines.
- > Demonstrated ability to communicate effectively both verbal and in writing with all levels of staff, both internal and external to the organisation.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health Safety Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards.

Experience:

- > Experience in a health-related organisation.
- > Experience working in a human resource service environment.

Knowledge:

- > Knowledge of the role and functions of YNLHN.
- > Knowledge of videoconferencing systems and booking arrangements
- > Knowledge of and commitment to Customer Service principles.

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.

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: