SA Health Job Pack

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Administration Officer</th>
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<tbody>
<tr>
<td>Eligibility</td>
<td>Open to Everyone</td>
</tr>
<tr>
<td>Job Number</td>
<td>745268</td>
</tr>
<tr>
<td>Applications Closing Date</td>
<td>29 January 2020</td>
</tr>
<tr>
<td>Region / Division</td>
<td>Flinders &amp; Upper North Local Health Network</td>
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<tr>
<td>Health Service</td>
<td>Port Augusta Hospital – Consulting Suites</td>
</tr>
<tr>
<td>Location</td>
<td>Port Augusta</td>
</tr>
<tr>
<td>Classification</td>
<td>ASO2</td>
</tr>
<tr>
<td>Job Status</td>
<td>Casual (up to 31 December 2021)</td>
</tr>
<tr>
<td>Salary</td>
<td>$28.28 - $30.42 p/hr + 25% Casual Loading</td>
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Contact Details

<table>
<thead>
<tr>
<th>Full name</th>
<th>Jasmine Ritter</th>
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<tbody>
<tr>
<td>Phone number</td>
<td>86687507</td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:Jasmine.Ritter@sa.gov.au">Jasmine.Ritter@sa.gov.au</a></td>
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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 Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

☑ Working with Children Screening - DHS
☑ Unsupervised Contact Vulnerable Groups Employment Screening - NPC
☐ Disability Services Employment Screening - DHS
☐ 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.

  - The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
  - Information for Applicants
  - Criminal History Assessment requirements
Role Title: Administrative Assistant
Classification Code: AS02
LHN/ HN/ SAAS/ DHA: Flinders and Upper North Local Health Network
Hospital / Service / Cluster / RSS: Port Augusta Hospital
Division: Administrative
Department/Section / Unit/ Ward: Patient Services / Consulting Suite
Role reports to: Patient Services Manager
Role Created/ Reviewed Date: 25.10.13

Criminal History Clearance Requirements:
- DHS Working With Children Check (WWCC)
- DHS Disability Services Employment Screening
- NPC – Unsupervised contact with vulnerable groups

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

ROLE CONTEXT

Primary Objective(s) 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.

Direct Reports:

> Manager Patient Services / Consulting Suite

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
>
### 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

### Resilience:

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

### Performance Development

The incumbent will be required to participate in the organisation’s Performance Review & Development Program which will include a regular review of the incumbent’s performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:
- Work Health and Safety (WHS).
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government’s Risk Management Policy to work as appropriate.

### Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
**White Ribbon:**

SA Health has a position of zero tolerance towards men’s violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

Flinders and Upper North LHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Flinders and Upper North LHN 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 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

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<tr>
<th>Key Result Areas</th>
<th>Major Responsibilities</th>
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| 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 by 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 & 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 organisational skills and an ability to cope with high volumes of work/enquires and meet deadlines.
- Ability to use time and task management skills to optimise the organisation and efficiency of the Administration Department.
Experience

Administration experience in a Health Service environment.

Knowledge

Knowledge of customer services 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, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:
The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian’s have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Health Network/ Division/ Department:
The Port Augusta Hospital is part of the Flinders & Upper North Region and provides emergency services, general medical and surgical care and community services. We also provide specific facilities and staff for Aboriginal patients. Community health services are provided across the Port Augusta Hospital and Flinders Terrace Community Health Centre.

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.
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.

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: