

Position	Administration Officer
Classification	AS02
Division	Mental Health Services
Department / Section / Unit / Ward	Specialist Community Mental Health, Noarlunga
Role reports to	Operationally: > Regional Admin Manager Professionally: > Regional Administrative Manager
CHRIS 21 Position Number P19772	Role Created / Review Date 27/10/2020
Criminal History Clearance Requirements <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category C (minimal patient contact)

JOB SPECIFICATION

Primary Objective(s) of role:

The incumbent is responsible to ensure an effective and efficient confidential clerical support service to multidisciplinary team members. The incumbent is a member of the administrative support team and will work under limited supervision, using initiative, flexibility and judgement to prioritise daily workloads, including interaction with consumers, staff and the public. This position may include working on a reception role within the GP Plus building. This position can also include work within the Adaire Clinic, ICC, TPC. Tasks will include: answering telephone calls, completing work as required, maintaining client records, and liaise with staff, the public and other service providers. The incumbent may also be required to work flexible hours.

Direct Reports: (List positions reporting directly to this position)

> n/a

Key Relationships / Interactions:

Internal:

- > The incumbent reports directly to the Regional Administrative Manager (RAM).
- > Members of the MH staff, multidisciplinary team.
- > liaison as needed and interaction with hospital personnel, consumers, their families, carers and visitors.
- > Contact with community service agencies may be required.
- > Professional working relationships with Nursing, Medical and Allied Health staff, Support Workers and Ancillary staff.
- > Required to establish and maintain consultative and collaborative working relationships with internal and external key stakeholders.

External:

- > Works and maintains links with relevant government and non-government organisations to achieve desired outcomes appropriate to the administrative teams across the region. This is for the support of patients/carers/staff and visitors

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ensuring all tasks are completed in a timely manner with competing demands and timelines.
- > Adhering to guidelines set out in procedure manuals and reviewed regularly.
- > Working autonomously
- > Ensuring gov cars are available to staff and changed over in a timely manner

Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

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 SALHN 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, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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.
- > Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.
Support for the worksite	<ul style="list-style-type: none"> > Work in close collaboration with all CRC staff and community teams and undertake data entry and be familiar with current systems, including CBIS. > Will support the Manager in achieving the desired operational outcomes and perform other duties as required (but within the scope of admin duties) to support the effective and evolving nature of the CRC. > Work with minimal supervision, often autonomously and under the direction of the Manager, CRC. The Administration Officer contributes towards the efficient and effective management of the CRC by providing a diverse and complex range of administrative tasks and duties that will be prioritised accordingly within the Centre.
Medical Case notes	<ul style="list-style-type: none"> > Case notes and documentation to be maintained and reviewed regularly to ensure they have a high level of integrity and accuracy > Responsibility for the creation, maintenance and movement of client records in an accurate and timely manner for CRC residents. This will be in keeping within the guidelines of the Australian standard. Documentation and data entry will be in strict compliance with SAHS policies and procedures.
Orientation	<ul style="list-style-type: none"> > The Administration Officer will be responsible for the training and orientation of clerical staff, including the coordination of work tasks and orientation of new staff under the direction of the Manager, CRC. > The Administration Officer will work with all staff in supporting the Manager to ensure all staff and students and residents receive appropriate and comprehensive orientation to the CRC.
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > n/a

Personal Abilities/Aptitudes/Skills

- > Ability to use initiative and judgement to prioritise workloads while working under pressure where appropriate.
- > Having good computing knowledge and word processing skills.
- > Ability to be a solutions-focussed person and ability to adapt to a changing work environment.
- > Required to be self-motivated, the ability to work with limited supervision or within a team environment
- > To recognise and deal appropriately with confidential matters.
- > Ability to communicate effectively and liaise with a diverse range of people, both verbally and in writing
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Experience working in a high pressure environment.
- > Experience in the use of computer applications and electronic communication and technology.
- > Proven experience in the use of Microsoft Office packages.
- > Experience in working autonomously to achieve expected outcomes.
- > Ability to share information with fellow team members if required and in a timely manner.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- > In collating and archiving filing for offsite storage
- > Experience in preparing agendas, recording minutes including typing them.
- > Demonstrated ability to respond appropriately with a customer service focus.

Experience

- > Worked in a hospital or health related setting.
- > Experience in the operation of office equipment (eg. photocopiers, laminators, Dictaphone equipment).

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > An understanding of medical terminology

Educational/Vocational Qualifications

Other Details

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.

SA Health Challenges

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

Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Administration Officer in the Mental Health Services Division and organisational context and the values of SA Health as described within this document.

Name

Signature

Date