

Position	Casual Administrative Reliever
Classification	ASO2
Division	Mental Health Services
Department / Section / Unit / Ward	Older Persons and Veterans Mental Health
Role reports to	Operationally: > Regional Administrative Manager Professionally: > Regional Administrative Manager
CHRIS 21 Position Number P11521	Role Created / Review Date 12/12/2019
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 Mental Health Services Casual Administrative Reliever provides an efficient, comprehensive, customer orientated service to staff and clients within State-wide Mental Health over the following locations, Bedford Park, Brighton, Daw Park and Glenside. This includes ensuring patient medical records from Flinders Medical Centre are available for patient clinics and admissions.

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

> N/A

Key Relationships / Interactions:

Internal:

- > Reports and functionally accountable to the Regional Administrative Manager, State-wide Mental Health Services
- > Fosters collaborative working relationships with medical, nursing, allied health and other staff working within SALHN

External:

- > Liaises with external customers such as Patients, Visitors, Couriers and Taxi Drivers

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Dealing with customers and clients (internal / external) can be challenging and responding in a positive manner is critical in achieving the outcomes of the unit.

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
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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.
- > Meet immunisation requirements as outlined in the *Immunisation for Health Care Workers in South Australia Policy Directive*.

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.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > 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.
Administrative Support to the Statewide Mental Health sites across SALHN.	<p>Ensure an efficient, comprehensive, customer orientated administrative service is provided to clients being admitted through the Statewide Mental Health by:</p> <ul style="list-style-type: none"> > Rights of Private Practice Clinics – preparation of files, Medicare billing and referrals. > Generating admission and clinic date reports to enable historical patient files and any other documentation to be readily available at their appointment time. > Liaising with Flinders Medical Centre to co-ordinate files and any other relevant documentation for patients being referred to outpatient clinics or admission (if required). > Recording movements of RGH files on the hospital patient management system (EMR). > Returning files to FMC Medical Records promptly with copies of FMC operation notes and discharge summaries. > Ensuring public enquiries are answered effectively by providing accurate and relevant information by phone and over the counter. > Typing and other secretarial duties as required > Assisting staff within the unit with the preparation and maintenance of patient medical records for admission (), scanning/filing results and any other relevant admission and discharge paperwork into the electronic record. This also includes the generation of patient identification labels for each admission. > General administrative work for staff within the unit, as required. > Relieving other clerical positions during their lunch breaks. > Preparation of files and other documentation required for Clinics and Admission. <p><i>The incumbent will achieve the required outcomes for the position by:</i></p> <ul style="list-style-type: none"> > Identifying customer and client needs. > Dealing with customers/clients in a timely and cost effective manner. > Regularly review activities to ensure customer/client service requirements are met. <p>></p> <p><i>Contribute to the efficiency of the Statewide Mental Health Services by:</i></p> <ul style="list-style-type: none"> > Providing support and relief as necessary to other clerical positions within the Statewide Mental Health Services and other positions within Mental Health as required. > Recognising the hospital's ongoing commitment to continuous quality improvement and customer service through personal accountability for standards of care and work practice and through active participation in forums such as staff meetings, quality improvement committees and quality improvement projects
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

- > NIL

Personal Abilities/Aptitudes/Skills

- > Ability to work within a team environment
- > Committed to continuous improvement and excellence in customer service
- > Ability to think flexibly and work effectively in pressure situations
- > Ability to work under limited supervision
- > Ability to type at 60 wpm
- > Ability to undertake Audio Typing
- > High quality organisation and prioritising skills
- > Ability to meet deadlines
- > Recognise workload fluctuation and provide assistance as required
- > 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 in data entry requirements for the electronic patient information system (EMR) and or familiarity with other hospital-based information management systems.
- > Previous experience in a customer service area.
- > Previous experience in a multi-disciplinary health care setting.
- > 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.
- > Understanding of medical terminology
- > Understanding of confidentiality and information security policies and procedures.
- > Respond discreetly and with an empathetic manner to patients and their relatives needs and enquiries whilst maintaining confidentiality at all times

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

Personal Abilities/Aptitudes/Skills

- > Ability to manage conflict situations.
- > Ability to liaise with health professionals in a manner, which is conducive to a customer focussed, team orientated environment.
- > Ability to maintain effective work behaviour with workload pressures and remain calm and positive under pressure.
- > Ability to take prompt action to accomplish objectives and achieve goals and to be proactive when required.

Experience

- > Previous experience in a customer service role.
- > Proven experience in basic computing skills, including email and word processing.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > A sound knowledge of clerical workflows and pathways within the department.
- > Knowledge of Medical Terminology.
- > Competency with Microsoft Office software.
- > Knowledge of Medical Terminology.

Educational/Vocational Qualifications

- > Customer Service training.
- > Office skills training.

Other Details

- > NIL

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 Casual Administrative Reliever Position in the Mental Health Services and organisational context and the values of SA Health as described within this document.

Name

Signature

Date