

Position	Quality and Risk Administration Officer
Classification	ASO3
Division	Clinical Governance Unit
Department / Section / Unit / Ward	Quality and Risk – Clinical Governance Unit
Role reports to	Operationally and Professionally: Advanced Nurse Manager (RN4) - Quality & Risk
CHRIS 21 Position Number M55833	Role Created / SALHN 2024-25-00046 31/08/2023
Criminal History Clearance Requirements <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category C (minimal patient contact)

JOB SPECIFICATION

Primary Objective(s) of role:

The Quality & Risk Administration Officer is responsible for providing a comprehensive administrative, secretarial and project support function to the Quality & Risk team.

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

> N/A

Key Relationships / Interactions:

Internal:

- > Reports to the Manager, Quality & Risk or delegate.
- > Works closely with all members of the Quality & Risk team and establishes and maintains close working links with members of the Clinical Governance Unit (CGU), the relevant National Standards Committees and a wide range of clinical and administrative health service staff.

External:

- > Develops and maintains effective working relationships within Southern Adelaide LHN, other Local Health Networks, the Department of Health and with health service consumer representatives and/or groups, relevant to the scope of the role.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a busy environment with multiple competing demands requiring excellent time management skills.
- > The work is of significant importance requiring excellent attention to detail.
- > Proactively attending to enquiries from internal and external stakeholders.
- > Adapting to changes in work priorities while remaining focussed and calm to achieve the work output to meet deadlines.

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.
- > *Controlled Substances Act 1984 (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.
- > 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 Clinical Governance Framework and Consumer Engagement Framework and Plan.
Contribute to the effective operation of the Quality & Risk team	<ul style="list-style-type: none"> > Manage an effective and efficient administrative service to the Quality and Risk Manager. > Manage matters as broadly directed by the Quality and Risk Manager to support the office environment, and the role and function of the Quality and Risk Team. > Coordinate and actively participate in team meetings, writing agendas and reporting minutes as required in a timely manner. > Support the Quality and Risk Manager to submit work site requests for minor repairs.
Administrative Support Services	<ul style="list-style-type: none"> > Providing support to staff within the areas. > Sorting and distributing incoming mail. > Contributing to the general up keeping of the office. > Ordering of stationery. > Actively participate in the Performance Review and Development program and undertake additional training where required. > Effectively assess and distribute agency invoices through Basware. > Photocopying, faxing, filing and other general administrative duties as required. > Providing executive officer support to committees, including agenda preparation, minute taking and follow up of action items. > Preparing paperwork in a timely manner to meet established deadlines. > Processing invoices through Basware and ordering stationery through Oracle. > Assisting with recruitment process and completing HR paperwork. > Organising meetings and venue bookings as requested. > Providing project support by undertaking project management tasks as allocated. > Maintaining a register of reports and plans required from or maintained by Quality and Risk team members. > Advising team members of reports pending, and taking reasonable steps to ensure that those reports are provided in a timely manner. > Providing an editorial service to assist team members to produce high quality documents. > Completing minutes actions and preparing committee papers in accordance with set timeframes. > Evaluating the effectiveness of administrative processes and systems and where necessary recommending opportunities to improve these. > Maintain high quality of electronic records.
Contribute to the SALHN Safety and Quality agenda	<ul style="list-style-type: none"> > Provide a high quality administrative service for committees led by team members, including preparing and distributing meeting papers and minutes, monitoring actions to report completion of outstanding items within agreed timeframes; providing updates on issues or delays as agreed with the Quality and Risk Manager.

	<ul style="list-style-type: none"> > Assist with the preparation of educational sessions, including PowerPoint presentations, and the development of communication and other supporting material. > Act as Minute Secretary, including the preparation of minutes, and in collaboration with Quality and Risk staff, circulating same to members of various Committees associated with the National Standards. > Developing and maintaining intranet pages relevant to the Quality and Risk Team so as to ensure that they are reasonably accurate and current.
<p>Provide project & research support to members of the Quality and Risk team</p>	<ul style="list-style-type: none"> > Undertake research and project work including gathering data and information. > Participate in the implementation of effective consultative practices through the various project phases. > Collate data into informed briefing papers. > Provide support to team members to prepare final reports and briefings; as directed. > Researching issues and providing background. > Gathering data and information and providing reports. > Preparing briefing notes in preparation for meetings and as background to emerging issues.
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> > Contributing to the development of an integrated, collaborative and respectful team approach and culture which is highly responsive to the needs of the unit, organisation and 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

- > Proven well developed communication skills (oral, written and interpersonal) including:
 - The ability to interact and work with people from diverse backgrounds such as professional and non-professional staff, external agencies and members of the community.
 - Negotiating and resolving conflict in a respectful manner.
 - Reviewing written reports and correspondence so to ensure grammatical and spelling accuracy.
 - Working effectively as part of a small team (and independently under limited direction).
- > Administrative skills, including:
 - Evaluating, developing and implementing administrative processes and systems.
 - Robust understanding of Microsoft Office suite of program, particularly, Excel, Word, PowerPoint, Teams SharePoint and Publisher.
 - The preparation of correspondence and the review of reports.
 - Managing calendars and appointments.
 - Effective time management – including prioritising and working within tight timeframes to achieve desired outcomes within a busy environment.
 - Using / applying initiative and judgement.
 - Using tact, diplomacy and confidentiality and knowing when to alert the manager to adverse trends.
 - Taking and writing up minutes and other records.
- > Project Management skills including;
 - Experience in basic research including the gathering and reporting of data.
 - Preparation of briefings and summaries to other project team members.
- > 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

- > Providing administrative support to an Executive Officer at meetings
- > Providing administrative support to a diverse team of professionals.
- > Undertaking basic research and works associated with projects.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health 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.
- > Providing administrative support to a diverse team of professionals.
- > Undertaking basic research and works associated with projects.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Nil

Experience

- > Proven experience in advanced computing skills, including email and word processing and Microsoft Office programs.

Knowledge

- > Awareness of the Charter of Health and Community Services Rights.
- > Clinical Governance including patient/client safety and quality frameworks, principles and methodology
- > Knowledge of the National Standards for Safety and Quality in Healthcare.
- > Familiarity with basic principles and practices in risk management
- > Experience in managing records and record keeping.

Educational/Vocational Qualifications

- > Relevant post-secondary qualifications.

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](#)
- > [DASSA](#)
- > [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 Quality & Risk Administration Officer in the Clinical Governance Division and organisational context and the values of SA Health as described within this document.

Name

Signature

Date