



ROLE DESCRIPTION

Role Title:	Administration Officer (Casual)		
Classification Code:	ASO2	Position Number:	M43096
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (CALHN)		
Hospital/ Service/ Cluster	Royal Adelaide Hospital, The Queen Elizabeth Hospital and Hampstead Rehabilitation Centre		
Division:	Acute and Urgent Care		
Department/Section / Unit/ Ward:	Emergency Departments, Acute Medicine, General Medicine, Geriatric Medicine Wards, and Unit Secretaries		
Role reports to:	Administrative Coordinator/s		
Role Created/ Reviewed Date:	Reviewed September 2023		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

Role Context

Primary Objective(s) of role:
<p>The Administrative Officer (Casual) provides support and delivers the key duties of administrative roles in the Emergency Departments, Inpatient Wards, Unit Secretaries positions of the Acute and Urgent Care Program. The Administrative Officer (Casual) is responsible for the management, monitoring and allocation of the work assigned to the position for which the reliever is attached to. This entails using a teamwork approach, coordinating day-to-day workloads within the administrative team, ensuring that all work is completed in a timely and accurate manner, and liaising with clinical and nursing staff in the management of effective patient care.</p>
Key Relationships/ Interactions:
<p><u>Internal</u></p> <p>Reports directly to the Administrative Coordinator/s and indirectly to the Administration Team Leader and Administration Supervisor, Patient Services.</p> <p>Works closely with the Nurse Unit Manager and/or Head of Unit, nursing, clinical and other administrative staff across a multi-disciplinary team in all departments</p>

External

Fosters collaborative working relationships with medical, nursing, administrative allied health, and other hospital staff, assisting in the provision of general and clinical care to patients
Must liaise with patients, relatives, general members of the public and external stakeholders

Challenges associated with Role:

Major challenges currently associated with the role include:

Working in multiple administrative positions and may be required for shift work over a 7-day period

Prioritising of work and time management to cater to demands of the work environment

Working under limited supervision, applying initiative, and using limited judgement through precedents, guidelines, procedures, regulations, and instructions

Handling confidential and sensitive situations with tact and empathy

Using initiative and judgement when dealing with a broad range of clients

Delegations:

Delegated Level: Nil delegations

Staff supervised: Nil

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 the 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.

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) 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.

Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

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.

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.

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 Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Provision of a comprehensive, accurate and effective administrative support service</p>	<ul style="list-style-type: none"> • Delivers the key responsibilities and support of administrative roles in the Emergency Departments, Inpatient Wards, Unit Secretaries, and other Business Support positions. • Works closely with the Nurse Unit Manager and/or Head of Unit, nursing, clinical and other administrative staff across a multi-disciplinary team in all departments. • Ensuring timely and accurate data of patient information and correspondence, including reviewing and amendments to information. • Coordinating, collating and provision of appropriate information for clinicians and patients. • Recording patient movements, admissions, transfers and discharges in Sunrise EMR & PAS and scanning documents into patient electronic medical record. • Booking transport for patient movements, including but not limited to Ambulance, Access Cabs, Taxis, Bus. • Adhering to procedures regarding the confidentiality and security of patient medical records. • Application and effective delivery of operational administrative activities and functions compliant with work instructions, procedures and processes aligned to the department/s. • Undertake more specialised, difficult, and complex administrative tasks, and where possible allocation of additional duties.
<p>Effective and efficient administrative support service</p>	<ul style="list-style-type: none"> • Adopting knowledge and upholding new procedures, workflows, guidelines and standards relating to administrative services. • Supporting operational meetings through the undertaking of scheduling meetings, booking rooms, taking and distributing minutes, agendas and action lists (including telemedicine). • Preparing, coordinating, and distributing all incoming and outgoing correspondence, including but not limited to rosters, medico-legal reports, correspondence, research grant applications, lectures/tutorials, submissions, reports, protocols/proformas, minutes of meetings, ward handouts and other confidential data. • Maintain and support medical staff rostering, by providing administrative and technical support management. • May be required to provide support for the management of specialised outpatient clinics and booking of appointments. • Ensuring the maintenance and supply of clinical and administrative equipment, supplies and services by creating online requisitions using Oracle and non-catalogue items, including the receipting of goods, following up on outstanding orders, actioning and processing invoices received through Basware. • Contribute to the safety of all staff by reporting safety problems and equipment breakdown/malfunction to the appropriate person. • Liaising with Facilities Management staff for the logging, actioning, and requesting minor works requests, where appropriate. • Logging operational system support issues as they arise, through contacting appropriate Help Desk support/s.
<p>Deliver quality customer service</p>	<ul style="list-style-type: none"> • Providing customer service and general enquiry frontline reception service for visitors, internal and external stakeholders and representatives. • Screening, directing, answering telephone enquiries and taking accurate messages. • Providing timely responses to incoming telephone calls, faxes, emails, and the distribution of information to respective areas. • Maintaining a client focused interaction when responding to customer services-based enquiries.

	<ul style="list-style-type: none"> • Ensure effective resolution of client/consumer/stakeholder enquiries and issues or appropriately escalating complex issues to Administrative Coordinator and other delegate. • Maintaining open and regular communications with customers, internal and external service providers. • Communicating effectively with all levels of staff, patients, visitors and health professionals, offering assistance and support with enquiries • Coordinating the flow of Departmental/Unit staff paperwork to Centralised areas and ensuring their return, including Medical Professional Development, Briefs/Internal memos, letters, leave forms and various others. • Acting as the point of contact for all Service enquiries and administrative matters.
<p>Assist with training and development of new and existing staff</p>	<ul style="list-style-type: none"> • Participating in staff appraisals and undertaking additional training in the idiosyncrasies of particular units, departments or wards. • Assist in the development, implementation and maintenance of administrative policies and procedures with the aim of improving the services provided by evaluating policies and procedures in use and recommending changes. • Providing feedback which aims to improve the quality of work processes and individual work practices. • Ensure compliance and application of standards of practice, work instructions, external legislation and CALHN policies and procedures for the provision of services. • Actively participating in a culture that encourages staff to use initiative and to engage in effective teamwork and communication that results in the best use of resources. • Actively role modelling professional behaviour and practices in the workplace.
<p>Contribute and promote harmonious team environment</p>	<ul style="list-style-type: none"> • Contributing to the achievement of Departmental performance objectives, work instructions and service standards. • Providing active and constructive contribution to team meetings/huddles. • Fostering and maintaining working relationships with team members and stakeholders demonstrated by respect for others, co-operation, and assistance. • Developing and maintaining positive relationships demonstrated by respect for others, co-operation, assistance, tact and diplomacy. • Take a proactive approach to promoting a positive image and environment for Acute and Urgent Care Program across the Network. • Support the learning and training of new staff members as required.
<p>To contribute toward the provision of a safe, healthy, and equitable work environment</p>	<ul style="list-style-type: none"> • Reporting all accidents, incidents and near misses. • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others. • Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures. • Maintaining knowledge of and adhering to the principle standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Nil

Personal Abilities/Aptitudes/Skills:

- High standard of written and verbal communication skills to have the ability to work within a multidisciplinary team.
- Possess the desire, initiative and ability to develop procedures in a practical manner.
- Proven ability to work independently, under pressure and produce work of a high standard.
- Proven ability to assess, plan, implement and evaluate multiple workloads and prioritise to meet deadlines.
- Demonstrated ability to readily assimilate new information and procedures and react positively in implementing changes.
- Demonstrated ability to handle difficult situations with confidence.
- Proven ability to demonstrate team behaviours and participate in decision making.
- Good numeracy, spelling and grammar skills.

Experience

- Experience with Microsoft Office Programs such as Excel, Word, and Access.
- Experience in using a wide range of office/resource equipment.
- Experience in working in areas where confidentiality must be applied and maintained.

Knowledge

- Knowledge of general administrative procedures.
- Knowledge of and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of or willingness to undertake relevant studies and/or courses.

Personal Abilities/Aptitudes/Skills:

- Ability to demonstrate leadership and apply leadership principles.
- Ability to use computerised information systems.
- Ability to present information and train administrative staff.

Experience

- Experience in the use of Microsoft Office Programs such as Excel, Word and Access.
- Previous experience in the development of office procedures.
- Relevant experience as an Admin Officer/Ward Clerk/Secretary in a health organisation.

Knowledge

- Sound knowledge of SA Health structures, systems, and procedures.
- Knowledge of hospital policies and procedures.

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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

Acute and Urgent Care Services incorporates the following clinical services:

- Emergency Services
- Acute Assessment Unit(s)
- General Medicine
- Geriatrics
- Trauma Service

With over 1200 employees from various employment groups such as Medical, Nursing, Allied Health, Administration, Scientific, Technical and Health Ancillary, Acute and Urgent Care Services is one of the largest Directorates within the Central Adelaide Local Health Network.

Acute and Urgent Care is also responsible for the research activities undertaken by the clinical services and also consists of several special purpose funds.

Acute and Urgent Care operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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.

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 CALHN as described within this document.

Name: _____ **Signature:** _____ **Date:** _____