



ROLE DESCRIPTION

Role Title:	Administration Services Officer		
Classification Code:	ASO2	Position Number	M47948
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Mental Health Clinical Program		
Division:	Western Mental Health		
Department/Section / Unit/ Ward:	Centre for Treatment of Anxiety & Depression (CTAD)		
Role reports to:	Administration Services Coordinator, Western Mental Health		
Role Created/ Reviewed Date:	September 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/>	Aged (NPC or DHS)	
	<input type="checkbox"/>	Working With Children's Check (DHS)	
	<input checked="" type="checkbox"/>	National Police Check (NPC)	
Immunisation Risk Category Requirements:	<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:

The Administrative Officer is responsible for the effective and efficient provision of a broad range of administrative support services to the staff and consumers at the Centre for Treatment of Anxiety and Depression (CTAD) in Thebarton. CTAD is a multidisciplinary clinic providing clinical services to mental health consumers in CALHN. Duties will include client reception, maintaining electronic and paper client records including filing and recall of files, database management, invoice management, waitlist management, scheduling appointments, answering telephone and counter enquiries, managing clinic resources and purchasing orders, managing clinic maintenance, and liaising with staff, the public and other services on client or team related matters.

Key Relationships/ Interactions:Internal

- Working with the multidisciplinary CTAD team including clinical psychologists and psychiatrists, provisional psychologists, psychiatry registrars.

External

- Liaising with referring general practitioners and other mental health teams to support referral and triage based on consumers clinical need.

Support relationships within SA Health including other community mental health teams and services, primary health care and acute inpatient services to ensure an integrated service delivery.

Challenges associated with Role:

Major challenges currently associated with the role include:

- As the sole administration officer for the service, autonomously taking responsibility for numerous team and consumer administrative needs, while also maintaining administrative tasks including database and referrals, records and systems, mandatory training.
- Supporting CTAD clients, managing acute anxiety and distress via telephone and face to face contact, with respectful, clear communication and attention to confidentiality.
- Contributing to a harmonious team environment, including supporting provisional psychologists on training placements.

Delegations:

Delegated Level	Nil			
Staff supervised:	Direct	Nil	Indirect	Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contribute to the provision of an effective and efficient consumer oriented service for the Mental Health Clinical Program and its clients by:</p>	<ul style="list-style-type: none"> • Providing a confidential reception and clerical service to clients whilst adhering to the CALHN policies and procedures. • Dealing with general enquires and responding to difficult and complex issues, accurately recording messages, and as necessary referring matters to appropriate staff / areas for follow up. • Interacting with mental health consumers in a respectful, professional manner directing them to an appropriate staff member where necessary. • Determining the needs of members of the public and other agencies on enquiry, providing accurate information and referral to appropriate services. • Prioritising workloads, meeting deadlines, and ensuring all correspondence is circulated to the relevant parties in an accurate and timely manner. • Making decisions regarding the urgency of client needs either on presentation or by telephone in the absence of the clinical worker, using policies, procedures and guidelines. • Receiving pathology results over the telephone, reporting same to appropriate doctors or forwarding on to the relevant doctor if in hard copy format. • Ensuring that client related data is entered into CBIS. • Facilitating an administrative service for team meetings, by the timely and accurate preparation and distribution of meeting papers, minutes, agendas and collation of relevant statistical information. • Arranging all necessary clinical appointments for clients upon discharge or referral to the community by checking with relevant staff or reviewing case note documentation. This includes locating community files registered elsewhere and can also occur via telephone from wards requiring referral to community clinicians. • Arranging Police or ambulance support for transportation of detained clients including coordinating transfer of client details and secure storage of client valuables. • Arranging client & staff transport via uber • Training of new and relieving clerical staff and undertaking the orientation of new clinicians regarding administrative matters. • Providing a highly efficient secretarial/clerical service to a multidisciplinary team through the timely completion of typing/word processing including discharge summaries, and coordinating and maintaining accurate clinical diaries in accordance with the requirements of each clinician. • Creating, maintaining, distributing and filing client records in an accurate and timely manner, keeping within the guidelines of the Australian Standards for this process. • Establishing and maintaining an effective, efficient and appropriate suite of office procedures and systems. • Ensuring team policy and procedure manuals, notice boards and displays are maintained and updated and compliance with departmental policies. • Sorting and distributing mail in a timely manner. • Booking interpreter and other services for clients. • Processing of invoices through Basware • Maintaining stock levels via Oracle • Liaising with maintenance staff including cleaners regarding building infrastructure and appearance. • Contributing to various project work in support of community health programs as required.

Key Result Areas	Major Responsibilities
The demonstration of a commitment to consumer participation by:	<ul style="list-style-type: none"> • Developing and maintaining courteous, professional relationships with consumers • Updating skills and knowledge in the prevention and management of aggressive incidents, and understanding the needs of mental health clients • Maintaining and updating resource handouts appropriately in the reception areas

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

- Proven ability to respond to a diverse range of people in a courteous, helpful manner under a variety of conditions, eg heavy work load, aggressive clients.
- Effective telephone and communication skills.
- Ability to liaise with health professionals in manner, which is conducive to a customer focussed, team oriented environment.
- Ability to use initiative and diplomacy to achieve objectives of the Department.
- Ability to work as a member of a team.
- A high level of customer service skills.
- Ability to work with minimal supervision.
- Ability to prioritise workloads and meet deadlines in a demanding work environment.
- Ability to work under pressure.
- Ability to maintain a high standard of confidentiality.
- Skills in the use of computers and software packages including Microsoft Office.
- Ability to type at 30wpm

Experience:

- Experience using Microsoft Office suite of products.
- Experience in an office environment.
- Experience working in an area of public contact.
- Experience working in a team-oriented work place.
- Experience using computerised information systems

Knowledge:

- An understanding of confidentiality requirements
- Knowledge of customer service requirements

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

- Positive attitude and an empathic manner with distressed clients
- Demonstrated ability to initiate and implement change

Experience:

- Experience working in a mental health setting / hospital / multidisciplinary team
- Experience managing consumer feedback
- Experience with a range of computer systems, including CBIS, Oracle, Basware, EPAS, Access, Microsoft Word, Outlook, SLS, FAMIS
- Experience managing case note filing and recall (i.e. Iron Mountain), and Freedom of Information requests

Knowledge:

- Knowledge of terminal digit filing systems
- A general knowledge of medical terminology

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 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 and 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.

Resilience:

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

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

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

Role Acceptance

Employee Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Approvals

Role Description Delegate Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023		