



ROLE DESCRIPTION

Role Title:	Administration Officer (Front Desk)
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Hospital/ Service/ Cluster:	Naracoorte Health Service
Division:	Administration
Department/Section / Unit/ Ward:	Administration
Role reports to:	Administration Manager
Role Created/ Reviewed Date:	Reviewed February 2023
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer front desk is responsible within the administration team for the provision of a reception and Switchboard service resulting in a quality service for the staff, clients and community. The administration officer fosters a working relationship with all staff, clients and visitors to the Naracoorte Health Service and is responsible for providing a confidential service to clients.

Key Relationships/ Interactions:Internal

The Administration Officer Front Desk will interact on a daily basis with the Administration Manager, Administration Team, Ward Clerk, Director of Nursing, Clinical Services Coordinator and Nursing staff

External

The Administration Officer Front Desk will interact frequently with members of the public, community organisation, external service providers / contractors and stakeholders across other government departments.

Challenges associated with Role:

Major challenges associated with the role include:

- > Working in a professional manner at all times to support the maintenance of a positive image for the Limestone Coast Local Health Network, influences the development and fostering of effective internal and external partnerships and relationships, and ensures best quality and continual improvement of patient and client care.

Resilience:

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

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.

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 Guidelines 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'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *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.

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 Statement:

The Limestone Coast Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Limestone Coast Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

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 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Assists with the provision of professional high quality Secretarial Services	<ul style="list-style-type: none"> > Arrange the bookings of rooms for meetings held at the Naracoorte Health Service. > Ensure that all matters of a confidential and sensitive nature are dealt with expediently and efficiently. Provide assistance to staff and public. > Liaise with other health agencies on behalf of the organisation. > Achieve the goals and objectives of specific duties as determined from time to time. > Compile information for the organisation and region as directed. > Provide a secretarial service to the Limestone Coast Local Health Network as necessary and required. > Ensure the organisation of car bookings for staff attending seminars, courses etc. > Responsible for the collation and typing of reports / minutes other items as requested. > Entering of data in to the patient management system and ensuring data is entered correctly and in a timely manner. > Processing incoming and outgoing mail in a timely manner. > Provide assistance to other Administration Officers, Administration Manager and other staff as required.
Daily Administrative Functions	<ul style="list-style-type: none"> > Assist with room bookings using Super SAAS system. > Assist with video conferencing bookings on TelePresence Management Suite (TMS) system. > Undertake other administrative and clerical functions as required. > Providing confidential receptionist, administrative and general clerical and filing duties. > Providing courteous customer service to staff and the public visiting Administration, including initial contact for consumer comments and complaints. > Provide timely and effective responses to client enquiries, both electronically and in person. > Undertaking general and medical record filing duties. > Appropriate recording of incoming monies by issuing receipts. > Assisting with patient management, invoicing and other tasks as required. > Management of Theatre lists, ensuring all forms are received and patients are aware of surgery dates and requirements. > Building strong relationships with Specialists and consulting rooms and their Receptionist. > General typing and administrative tasks.
Provide a Comprehensive Liaison Service to the Director of Nursing / Nurse Unit Manager Acute and Aged Care	<ul style="list-style-type: none"> > Collection of ward statistics and ensure maintenance of appropriate registers as required. > Other duties as necessary. > Undertake liaison with intra-hospital and external bodies as necessary. > Any other duties as directed by the Administration Manager, Director of Nursing or the Nurse Unit Managers Acute and Aged Care. > Demonstrates a commitment to customer service. > A helpful attitude is maintained towards clients/patients, families visitors and to the hospital personnel.
Adhere to the provisions of relevant legislative	<ul style="list-style-type: none"> > Actively participating in the identification and resolution of Work Health and Safety and Injury Management issues to promote safe and health

OFFICIAL

<p>requirements and working within the Cultural Respect Framework through the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Work Health and Safety and Injury Management.</p>	<p>work practices.</p> <ul style="list-style-type: none">> Ensuring appropriate incident/hazard reporting, and WorkCover documentation is completed within the required timeframes.> Ensuring the Code of Ethics for Public Sector employees is adhered to.> Ensuring a harmonious workplace free of unlawful discrimination, sexual harassment and bullying is maintained.> Constructive involvement in the identification and resolution of work place issues.> Effective maintenance of work place relations within the health service.
<p>Contribute to an effective continuous quality improvement cycle.</p>	<ul style="list-style-type: none">> Assisting in the development and monitoring of departmental plans, activities, performance indicators and programs.> Assisting in implementing and evaluating local policies and procedures

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Proven effective communication skills both verbal and in writing.
- > Ability to work in a multidisciplinary team environment.
- > Demonstrated ability to maintain confidentiality.
- > Ability to maintain work quality under varying workload demands.
- > Effective interpersonal and communication skills with proven ability to effectively communicate with staff at all levels and members of the public / other organisations.
- > Ability to accommodate change.
- > Excellent organisational and time management skills with a demonstrated ability to use initiative, prioritise own workload and work with limited supervision.
- > Be prepared to participate in continuing education.
- > Promote a safe, health, risk and hazard-free work environment in accordance with the Work Health Safety Policy and Manual.
- > Ability to establish objectives and targets to meet deadlines.

Experience

- > Proven high level of experience in the utilisation of a range of computer applications, which may include the use of word processing, Outlook, spreadsheets and database software application such as the MS Office suite of software.
- > Proven experience in the provision of a confidential, efficient and effective administrative service and good customer service.
- > Experience in working with a range of customers / clients.
- > Proven high level of experience in the utilisation of office equipment, which may include conference phones, photocopier, scanner, facsimile machine.

Knowledge

- > Keyboard skills.
- > Knowledge of reception and telephone protocol procedure.
- > Experience with the Office Suite programs, particularly word, excel and outlook.
- > Knowledge and operation of office equipment.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate 3 in Administration.

Personal Abilities/Aptitudes/Skills

- > Ability to assess changing work situations and to recommend procedural changes to meet developing and future needs.
- > Ability to contribute to the development of policies and procedure relating to administrative issues.
- > Possess tact, diplomacy and negotiating skills and the ability to deal with sensitive issues.

Experience

- > Previous experience in a similar clerical position(s).
- > Previous experience in current health-related computer software.

Knowledge

- > Knowledge of broad hospital administrative functions.
- > Medical terminology.
- > Experience in working within a health service.
- > Experience with the Patient Management program.

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

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.

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

The health units within the Limestone Coast LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

Code of Ethics

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 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.

Aboriginal Health

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

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 SA Health as described within this document.

Name:

Signature:

Date: