

**ROLE DESCRIPTION**

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| **Role Title** | Casual Administration Officer |
| **Classification Code** | ASO2 |
| **Position Number** | P21195 |
| **Local Health Network** | Yorke and Northern Local Health Network Inc. |
| **Hospital / Service / Cluster / RSS** | Clare Hospital |
| **Department/Section / Unit/ Ward** | Corporate Services |
| **Role reports to** | Administration Team Leader |
| **Role Created/ Reviewed Date** | February 2023 |
| **Criminal History Clearance Requirements** | NPC – Unsupervised contact with vulnerable groups  DHS Working With Children Check (WWCC)  NDIS Worker Screening  [Please click here for further information on these requirements](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/careers/guidelines+for+applicants/guidelines+when+applying+for+a+job+in+sa+health#scrollTo-Criminalhistoryscreeningandbackgroundchecks6) |
| **Immunisation Risk Category** | Category C (Minimal patient contact)  [Please click here for further information on these requirements](https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/immunisation+for+health+professionals/health+care+worker+immunisation+requirements) |

**ROLE CONTEXT**

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| **Primary Objective(s) of role:** |
| * Maintaining Medical Records * Providing a professional reception service * Backfilling where required including Reception, Aged Care and Theatre |

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| **Direct Reports:** |
| * Administration Team Leader |

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| **Key Relationships/ Interactions:** |
| Internal   * Maintains cooperative and productive working relationships with all members of the clinical and multidisciplinary team. * Support and works collaboratively with less experienced members of the Administration team. * Participates as a member of the Administrative Team and Medical Records Team meetings.   External   * A range of service providers, consumers, Government and Non-Government Organisations including Private Health Funds, Specialist and General Practice. |

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| **Challenges associated with Role:** |
| Major challenges currently associated with the role include:   * Operate with some autonomy and apply initiative and/or judgement although limited scope exists for interpreting rules, regulations, guidelines and instructions. * Apply acquired/learned administrative skills, knowledge and techniques; and * Solve problems and provide information through the use of precedents, guidelines, procedures, regulations and instructions |

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| **Delegations:** |
| * Nil |

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

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| **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 Yorke and Northern Local Health Network Inc. values and strategic directions. |

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| **General Requirements:** |
| \*NB References to legislation, policies and procedures includes any superseding versions  Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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. * 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). * SA Information Privacy Principles. * Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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. * Health Practitioner Regulation National Law (South Australia) Act 2010. * *Mental Health Act 2009 (SA)* and Regulations. * *Controlled Substances Act 1984 (SA)* and Regulations. * Professional Practice Standards and competencies consistent with area of practice as varied from time to time. * SA Health / Yorke and Northern Local Health Network policies, procedures and standards. |

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| **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. |

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| **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. |

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| **Cultural Statement:** |
| Yorke and Northern Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke and Northern Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture. |

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| **Special Conditions:** |
| \*NB Reference to legislation, policies and procedures includes any superseding versions   * 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 National Police Certificate (NPC). * 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 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 * NPCs and DHS Disability Services Employment Screenings must be renewed every 3 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. * Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met. * Will be required to participate in a 7 days roster. * Flexibility of working hours required. |

**Key Result Area and Responsibilities**

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| **Key Result Areas** | **Major Responsibilities** |
| Provision of an efficient and professional administration and reception service. | * Provide timely and effective responses to customer enquiries. * Provide accurate and timely word processing service, by prioritising work. * Develop and foster a positive work culture that is based on SA Health’s values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. * Ensure compliance with relevant Medical Records standards and State Records Adequate Records Management Standard. * Ensuring accurate data entry onto Chiron database. * Preparation and retrieval of patient files. * Ensure accurate patient details are recorded. * Liaise with patients to ensure correct paperwork has been signed. * Undertake any other duties as instructed. |
| Contribute to the provision of an efficient Medical Record Service | * Retrieving and creating patient medical records. * Providing patient labels and all relevant medical record forms. * Keep an up-to-date stock of all medical record forms. * Undertake archiving including maintaining an accurate spreadsheet * File all investigative reports, correspondence, outpatient   and relevant documentation in patient medical records. |
| Contribute to the provision of an effective level of administrative support | * Prioritising work, monitoring workflow and assisting where needed. * Ensure compliance with the requirements of the State Records Adequate Records Management Standard with regard to the management of official records created and/or received in the course of business. |

**Knowledge, Skills and Experience**

**ESSENTIAL MINIMUM REQUIREMENTS**

**Educational/Vocational Qualifications**

* Nil

**Personal Abilities/Aptitudes/Skills**

* Highly developed and effective interpersonal and communication skills (both verbal and non verbal)
* Demonstrated ability to problem solve
* Demonstrated ability to prioritise workload and perform functions with minimal supervision
* Demonstrated ability to maintain confidentiality
* Demonstrated ability to be positive and adapt to change
* Demonstrated ability to be customer focussed and commitment to quality client services.
* Demonstrated ability to work within a team environment.

**Experience**

* Experience working with a range of customers
* Experience in the maintenance of client information and records.
* Experience in the use of Microsoft Office Suite and the ability to adapt to new software

**Knowledge**

* Knowledge of appropriate customer service practices
* Knowledge of the application of proprietary software such as Excel and Word.
* Knowledge of codes of conduct, pertaining to the profession and SA Government employees.
* Knowledge of Occupational Health and Safety principles and safe work practices.
* Knowledge of Equal Opportunity principles.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications**

* Nil

**Personal Abilities/Aptitudes/Skills:**

* Ability to work within a team and assert initiative.

**Experience**

* Knowledge of clerical/administrative procedures within a health care setting
* Records management

**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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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, 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.

**Health Network/ Division/ Department:**

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN’s

through the inspiration and hard work of its people, deliver high quality and innovative health services to

improve health outcomes for country South Australians. LHN’s deliver a comprehensive range of health

services in hospital and community settings according to population needs. It focuses on integrating its

service delivery with metropolitan hospitals and other service providers in country locations. The safety and

quality of health services in country South Australia is of primary importance. LHN’s participate in rigorous

national accreditation processes and engage local community members to provide insight and knowledge of

the needs of consumers and potential strategies to achieve the best service.

Clare Hospital and Health Service is under the division of Yorke and Northern Local Health Network. Kara House is a residential Aged Care Facility which is co-located at the hospital. Kara House offers accommodation for residents requiring a higher level of need.

**Values**

**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.

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

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.

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:**