



Selection Panel Report

Riverland Mallee Coorong Local Health Network

TO: ZIA EARL, DIRECTOR CORPORATE SERVICES

Agency Details

Branch:	RMCLHN RIVERLAND GENERAL HOSPITAL ADMINISTRATION OFFICER		
Position Title:	Administration Officer	Classification:	ASO2
E-Recruitment Req Number:	873176	Position Number:	P34088

Broad Summary of the Position

Administration Officer – Emergency Department

Advertising Details

Position was advertised as:

ED Casual Pool

Hours per Week: Varies

Advertising Media:

X Notice of Vacancies

Vacancy Number:

873176

Date Advertised:

15/07/2024

Closing Date:

21/08/2025

Applicant Details

The advertisement attracted **10 applicants with 4** that were shortlisted for interview from the candidate pool. Please refer to the attached Applicant Listing for a complete list of applicant details.

Panel Composition

The selection panel comprised of:

Chairperson: Aria Gallagher, ASO4 Clinical Administration Manager

Panellist: Hayley Starkey, ASO5 Acting Manager Client Service

The Selection Process

Shortlisting

Each Panel member received a copy of the applications and employee declarations from e recruitment to consider and examine on an individual basis the relative merit in accordance with the requirements of the role. There were 4 applicants shortlisted for interview: Following assessment and discussion, the panel completed the shortlist on Monday the 22nd of July 2024 and agreed that the following applicants would be short listed for interview.

- Meegan Drogemuller – Withdrew application.
- Jane Brittain
- Delia Traforti
- Taniel Willmott

Question Design

The panel discussed and designed interview questions, which directly related to the person specification and to ensure all members were conversant with the selection process and the merit principle. In particular the panel agreed that the priority factors to investigate further at interview were:

- Riverland General Hospital
- Previous work experience and skills
- Prioritising workload
- Key factors of a successful team
- Confidentiality
- High quality customer service
- Respectful behaviour and cultural diversity
- Workplace Health and Safety
- Any limitations in availability

Interviews

Interviews were arranged for Monday the 5th of August 2024. Applicants were advised in writing of the times, date, venue, and panel membership.

Referee Reports

The panel agreed to seek referee reports on applicants post interview.

Decision Process

The panel met after the interviews, and the decision process involved panel members systematically evaluating and discussing all information gathered on each applicant.

The decision was unanimous and a summary of the relative merit of the applicants for the position is detailed below.

Assessment of Interviewees

Delia Traforti - UNSUCCESSFUL

The following information applies to the applicant's experience relevant to the role.

- United Office Choice – Retail Assistant
- Big W Renmark – Sales Associate

Delia presented in a professional manner and was extremely nervous throughout the interview. She was able to answer all questions although her answers were very basic and gave minimal examples of previous experience. Throughout the interview, Delia was unable to hit key points that the panel were looking for.

When asked about her understanding of the Emergency Department and how ED administration support the department, she was unable to provide an informed answer. Her reply was "People present in pain in an accident and the admin staff admit the patient". Unfortunately, she did not elaborate on her answer, even after the panel prompted her to provide more details.

OFFICIAL: Sensitive

Delia was able to provide the panel with a list of services RGH provides to the community. She has a good understanding of confidentiality, explaining to the panel that what you hear at work stays at work and any documents that has patient information on it needs to be turned upside down so no one can see the information. It would have been nice for Delia to provide further information about confidentiality.

During the interview, Delia gave a good example of where she went above and beyond for a customer. When working at Big W she went out of her way that the customers need was met and the item that wanted to purchase was located in the store. She was determined not to give up looking for the item until she found it. Delia advised that after some time and effort the item was found, and the customer was extremely thankful for Delia's hard work and effort. She explained that she felt happy that she was able to assist the customer.

Delia is aware that the position is a casual position that may require the staff member to work shift work. She explained that she has never worked shift work and doesn't think she would cope with it as she likes her sleep, otherwise she does have good availability as she has no other commitments.

The panel made a unanimous decision that Delia is not the right person for the role.

REFEREE INFORMATION –

Panel decided not to contact Delia's referees.

Jane Brittain - UNSUCCESSFUL

The following information applies to the applicant's experience relevant to the role.

- Loxton Primary School / Loxton High School – Relief Teacher
- Drop in The Ocean (Norwegian NGO) – Volunteer
- Centralian Middle School – Relief Teacher

Jane presented well and had a calming presence. She described herself as someone that is good at communicating, very organised and has good time management skills. Throughout her years of working, she has had the opportunity to work with many different people around the world and formed a strong interest in other cultures. Jane believes that she is a good team player and explained the importance of working in a team, being open and available, friendly at all times, supportive and sharing ideas makes you a good team player.

All questions that the panel asked were answered but lacked depth and only provided a couple of previous work examples. Unfortunately, Jane did not have a good understanding of the role she applied for and what Riverland general hospital has to offer. Jane showed a very clear interest in mental health and often asked question about what mental health presentations ED get and what RGH have to offer mental health patients. When asked to explain confidentiality and what we would do to protect patient information, her reply was very basic and lacked knowledge.

Jane has undergone lots of studies and is a very qualified mature lady who is looking for a role that provides some stability as her current relief teaching work is so inconsistent. She explained that she likes to work in different and exciting jobs that has lots of interaction with different people.

She is aware that the position is a casual role. Advised the panel that she has full availability including working shift work.

The panel made a unanimous decision that Jane is not the right person for the job.

REFEREE INFORMATION –

Panel decided not to contact Jane's referees.

Taniel Willmott - UNSUCCESSFUL

The following information applies to the applicant's experience relevant to the role.

- Glossop Community School – Student Support Officer
- PIRSA – Team Leader Fruit Fly Controller

OFFICIAL: Sensitive

Taniel presented in a relaxed casual manner and was extremely nervous throughout the interview. All of her answers lacked depth and unable to expand on any answers, even after prompting from the panel. Her answers were extremely basic and was unable to provide the panel with examples of past working experiences.

Taniel unfortunately knew very little about Riverland General Hospital and the role that she was applying for. She advised that panel that she is good at communicating with people of all different ages and is a quick learner. Explained that she likes to be part of a team, and this has been demonstrated through her love of team sports. When working in a team environment, she likes to seek feedback and use that to grow in the role. Taniel believes that it is important to maintain good working relationships and to make herself available with the team's best interest in mind. She stated that she is respectful of everyone.

When asked about confidentiality, Taniel advised the panel that you should not repeat any information that you hear at work and only discuss with staff you need to. Also need to make sure that everything is filed correctly. The panel quizzed Taniel about her immediate workstation and how to protect sensitive information but was unable to provide an answer.

At the conclusion of the interview, Taniel engaged in a length conversation and asked some really good questions about "what are we looking for in an ideal candidate" "what growth is available to staff in the administration team". Would have been nice for Taniel to tell us a little bit more about herself.

The panel made a unanimous decision that Taniel is unsuccessful in obtaining a casual pool role at this stage but we are going to provide her some positive feedback and encourage her to apply again in the near future. We think that she has some potential to listen to the feedback, do her research and interview with confidence next opportunity she gets.

REFEREE INFORMATION –

Panel decided not to contact Taniel's referees.

Criminal and Relevant History Screening/ Registrations/ Licences/ Qualifications

- Recommended applicant has the required Criminal and Relevant History Screening check/s in accordance with the [SA Health Criminal and Relevant History Screening Directive](#) and [CHSALHN Fact Sheet](#).

NB Criminal and Relevant History Screening check/s must be received and assessed prior to an offer of employment being made.

- x Recommended applicant is eligible to apply for the position, and original evidence of essential qualifications/licences/registration has been sighted (if applicable)
- x Determined the commencing increment level for recommended applicant
(Information is to be included on the Contract Request Form)
- N/A Relevant AHP & Doctor positions have gone through the appropriate credentialling process
(Credentialling evidence to be attached to the Contract Request Form)
- x HCW Pre Employment Health Assessment & any other follow up immunisations completed (*relevant employees only, please refer to the Health Assessment Form.*)
http://wiki.health.sa.gov.au/Country/3-Whole_of_Country_Services/Infection_Control/Infection_Prevention_and_Control_Manual

Recommendation

It is therefore recommended that there were no suitable candidates for the position.

If you concur, please approve by signing as delegate below.

Panel members:

Aria Gallagher
Chairperson
Aria Gallagher

H Starkey
Panellist
Hayley Starkey

C Thomson
Panellist
Caitlin Thomson

Delegated Approval

I acknowledge that the position I currently occupy has the delegated authority to approve this document as per [RMCLHN HR Delegations](#)

APPROVED / NOT APPROVED

Name	ZIA EARL		
Position title	DIRECTOR CORPORATE SERVICES	Delegation level	3
Signature	<i>Zia Earl</i>	Date	16/08/2024