

<b>Role Title</b>	<b>Administration Officer</b>
<b>Classification Code</b>	<b>Administrative Services Officer Level 2 (ASO2)</b>
<b>Position Number</b>	<b>P21614</b>
<b>Local Health Network</b>	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
<b>Hospital/Service/Cluster/RSS</b>	Gawler Health Service
<b>Department/Section/Unit/Ward</b>	Casual Pool Administration
<b>Role reports to</b>	Team Leader Administrative Services
<b>Role Reviewed Date</b>	March 2024
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category B (Indirect contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

### ROLE CONTEXT

#### Primary Objective(s) of role

- > The Administration Officer is responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff and visitors for the Barossa Hills Fleurieu LHN. This will include the provision of a reception service, theatre administrative functions, admission and discharge of patients, preparing and running patient/client information reports, word processing/data entry, medical record administrative services and providing clerical/administrative support at relevant sites.

#### Key Relationships/ Interactions

##### Internal

- > Liaises closely with Nursing Staff
- > Maintains effective working relationships with all members of the Health Service and staff from other agencies.
- > Works as a member of the team to achieve team outcomes in a cooperative and constructive manner.

##### External

- > Clients of the Health Service
- > Other Government Agencies
- > Other Health Units/Services

#### Challenges associated with Role

Major challenges currently associated with the role include:

- > Be familiar with all aspects of administrative duties required to support in acute and aged care settings.
- > Prioritising of work and time management due to demands of the work environment.
- > Effectively liaising with difficult clients and sensitive issues
- > Handling confidential and sensitive situations with tact and empathy
- > Using initiative and judgement when dealing with a broad range of clients

#### Delegations

- > Nil

## Resilience

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

## 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 Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

## 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)* 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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

## 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

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

## 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 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.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check 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.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Will be required to participate in a 7 day 24 hour roster, flexibility in hours to be worked as required.
- > 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of a high-quality customer service for both internal and external clients by:	<ul style="list-style-type: none"> <li>&gt; Ensure a courteous and efficient customer contact service is provided in all interactions with patients, visitors, staff and the general public via phone or in person.</li> </ul>
Ensure a professional, effective administrative support service to the Health Service by:	<ul style="list-style-type: none"> <li>&gt; Ensure an effective admissions service is provided to patients/clients by prompt attention to detail of medical records administration and orientation of patients/clients to their allocated room and to the health facility.</li> <li>&gt; Contribute to the provision of effective communication systems through the management of the paging and public address system, controlling and updating the in-house entertainment and educational video network.</li> </ul>
Maintaining accurate electronic & hardcopy records and files by:	<ul style="list-style-type: none"> <li>&gt; Contribute to the administration of patient/client records through effective case note preparation, maintenance and completion.</li> <li>&gt; Contribute to the maintenance of accurate patient/client information data through data entry, running of patient/client reports and verifying accuracy of information.</li> <li>&gt; Contribute to the effective administration of the health service through the provision of a word processing/data entry service.</li> </ul>
Contribute to the development and implementation of best practice in the delivery of administrative services by:	<ul style="list-style-type: none"> <li>&gt; Contribute to the effectiveness of the organisation through development and maintenance of a teamwork approach in performing duties of this position and performing other duties at the Administrative Services Officer, Level 2, where appropriate training has been provided.</li> <li>&gt; Contribute to the organisation's continuous improvement culture through participation and support of a customer focus and involvement in quality improvement activities.</li> </ul>
<p>Employees have a responsibility to work safely, taking reasonable care to protect their own health and safety and that of fellow workers or other persons at the worksite. An employee is held accountable for their responsibilities through the line management structure.</p> <p>Employees will:</p>	<ul style="list-style-type: none"> <li>&gt; Use and care for equipment provided for health and safety purposes.</li> <li>&gt; Obey any reasonable instruction given in relation to WHS at work, including attendance at mandatory WHS&amp;IM training.</li> <li>&gt; Follow safe work practices and safe standard operating procedures.</li> <li>&gt; Report all accidents, 'near miss' incidents, unsafe working practices or conditions to supervisors as soon as possible and before the end of the shift.</li> <li>&gt; Assist supervisors with incident/hazard and accident investigations.</li> <li>&gt; Ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger themselves or others.</li> <li>&gt; Contribute to improvements in health and safety by participating in consultative forums and safety surveys to give feedback and suggestions.</li> <li>&gt; Support their health and safety representatives (HSR) and keep them informed of WHS&amp;IM issues or concerns.</li> <li>&gt; Support injured work colleagues in return to work programs.</li> <li>&gt; Participate in performance reviews.</li> </ul>
Maintaining official records in accordance with the Records Management Standards/Barossa Hills Fleurieu Document Control Procedures by being:	<ul style="list-style-type: none"> <li>&gt; Required to comply with the State Records Adequate Records Management Framework and BHFLHN Document Control procedure to ensure all official records created and/or received in the course of business are managed in accordance with documentation requirements in a professional and timely manner.</li> </ul>

## 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 written)
- > Demonstrated ability to perform tasks with minimal supervision.
- > Accurate data entry and computer skills
- > Demonstrated ability to maintain confidentiality.
- > Demonstrated ability to be positive and adapt to change.
- > Demonstrated ability to be customer focussed.
- > Demonstrated ability to prioritise workloads.
- > Demonstrated ability to diffuse conflict situations.
- > Demonstrated ability to manage fluctuating demands of service.
- > Demonstrated ability to work with people with a range of diverse value systems, cultural differences and special needs.
- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this area.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.

#### Experience

- > Experience in performing data entry operations.
- > Experience in a customer/client/patient service role
- > Experience in an administrative environment
- > Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Experience working with Aboriginal consumers.

#### Knowledge

- > Knowledge of clerical/administrative procedures within a health service environment
- > Knowledge of appropriate customer service practices
- > Knowledge of safe work practices
- > Understanding of the issues affecting Aboriginal people and the impact on health outcomes.
- > An understanding of the principles outlined in the Cultural Respect Framework for Aboriginal and Torres Strait Islander Health
- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Year 12 and/or Certificate related to business/clerical/health e.g. Certificate in administration, computer competencies, medical terminology.

### **Personal Abilities/Aptitudes/Skills**

- > Demonstrated ability to type at a minimum of 40 words per minute.

### **Experience**

- > Experience in providing an admission of patient's function.
- > Experience in training other staff
- > Experience in medical record practices, exposure to a medical records department and the preparation of medical case notes.
- > Experience in using electronic patient administration systems.

### **Knowledge**

- > Knowledge of medical terminology
- > Knowledge of Casemix/DRG funding
- > Knowledge of the quality improvement processes and programs.
- > Knowledge of records management policies and procedures.
- > Knowledge of the South Australian Public Health System.

## 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.

### Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

## Values

### BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > 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:**

**Date:**

**Signature:**

## 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:**

**Date:**

**Signature:**