



ROLE DESCRIPTION

Role Title:	Administration Officer - Eastern Secretary		
Classification Code:	ASO2	Position Number	M47919
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Mental Health Clinical Program		
Division:	Eastern Mental Health		
Department/Section / Unit/ Ward:	Eastern Executive Administration		
Role reports to:	Business Consultant, Mental Health Clinical Program		
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 type="checkbox"/>	Category B (indirect contact with blood or body substances)	
	<input checked="" type="checkbox"/>	Category C (minimal patient contact)	

ROLE CONTEXT

Primary Objective(s) of role:

Accountable to the Business Consultant for the provision of a comprehensive, confidential secretarial, administrative and reception services to administrative and clinical staff within the Mental Health Clinical Program, Central Adelaide Local Health Network (CALHN).
Responsible for the delivery of a confidential, efficient and effective secretarial service to the Service Manager, Site Lead and Nursing Director.
Required to work with other administrative staff throughout the Mental Health Clinical Program to provide a highly organised and efficient clerical and administrative service to Senior Management, Network and Site Directors, Team Leaders and staff within the relevant Sector of the CALHN Mental Health Clinical Program, including executive officer for committees as determined to enhance efficiency and effectiveness.

Key Relationships/ Interactions:

Directly responsible for all operational and day to day matters to the Service Manager, Site Lead and Nursing Director for the relevant service.

Professionally and for all workforce related matters reports to the Business Consultant.

Internal

- Works directly and on a daily basis with the Service Manager, Site Lead and Nursing Director for the relevant Service
- Works directly and on a daily basis with Senior Management, Departmental, Service, Team and staff within the Mental Health Clinical Program, CALHN
- Works within a multidisciplinary team, including nursing, allied health, medical and other clinical support specialities and administrative staff.
- Works in cohesion with the Mental Health Programs Business Operations Team and other Mental Health administrative staff in the provision of administrative and support services to the Clinical Services.

External

- Liaison with Department of Health and Wellbeing, CALHN, Government agencies, private sector organisations, and internal/external clients of the health service on behalf of the Mental Health Program.
- Liaison with other Programs and Services on behalf of the service.
- Works directly and on a daily basis with Senior Management, Departmental, Service, Team and staff within the CALHN Mental Health Program.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working autonomously exercising judgement and initiative
- Aligning work practices and behaviour to the single service multiple site initiative.
- Ensuring equity of time between Service Manager, Site Lead and Nursing Director

Delegations:

Delegated Level	Nil
Staff supervised:	Direct Nil Indirect Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of high standard, comprehensive and confidential secretarial, administrative and reception service:</p>	<ul style="list-style-type: none"> • Providing a confidential reception and clerical service to staff and clients whilst adhering to the CALHN policies and procedures. • Determining the needs of members of the public and other agencies on enquiry, providing accurate information and referral to appropriate services. • Facilitating an administrative service for service meetings, by the timely and accurate preparation and distribution of meeting papers, minutes, agendas and collation of relevant statistical information. • Coordinate and distribute orientation packs for new Service/Sector staff • Creating and managing contact list management, including phones and pagers. • 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. • Liaising with maintenance staff including cleaners regarding building infrastructure and appearance. • Ensuring that there are adequate office supplies through monitoring, ordering and restocking of supplies. • Provision of a confidential, efficient and effective secretarial support service to the Service Manager, Nursing Director and Medical Lead of the Program. • Providing administrative assistance to the Program for reviews, accreditation, projects, reports and audits. • Communicating effectively with all levels of staff, patients, consumers, clients, visitors and health professionals offering assistance and support with enquiries. • Contributing to the provision of efficient and relevant data gathering, filing and record management and reporting systems. • Establish and manage confidential files/records • Attending to, screening, assessing and appropriately directing telephone calls and enquiries, ensuring that enquiries are actioned in a timely, professional manner and directed to the relevant person. • Negotiating and scheduling appointments, including coordinating meeting facilities. • Coordinating diary appointments, meetings, lectures and tutorials for the Programs leadership group. • Providing support to Committees including preparing agendas, disseminating correspondence and papers, attending meetings, taking executive minutes/actions and incorporate a system of follow-up for outstanding matters/action items. • Work process confidential matters from handwritten notes, preparing letters and other correspondence. • Coordination of office items including ordering of goods and/or services via SA Government, SA Health procurement systems and the management of stock levels through ORACLE

	<ul style="list-style-type: none"> • Invoicing through BASWARE • Receipting, certifying and coding invoices prior to approval for payment • Create, maintain and update procedure documents for duties carried out within the role. • Effectively manage conference room bookings • Raising requests for minor works and maintenance in VENTIA system and others. • Coordinating the flow of Program paperwork, including on behalf of staff, to Centralised areas and ensuring their return, including Medical Professional Development, Briefs/internal memos, leave forms, letters and all other official forms of correspondence. • Acting as the point of contact for Program enquiries and administrative matters. • Ensuring that any issues requiring the Sector/Service Manager's urgent attention are brought to their notice, including the review and evaluation of written responses to enquires from Government Agencies and other parties to support the Sector Manager in achieving organisational goals; • Undertake the preparation of basic reports using spreadsheet and database applications. • Assisting with Departmental/Service ICT requests • Department/Service interview support – booking rooms, organising paperwork. • Support Clinical Leads and Heads of Unit, where required, with coordination of medical timesheet management and storage in central location • Coordination of Medical PD leave requests and claim paperwork • Coordination of reimbursements/paperwork • Timesheet distribution, scanning, emailing and filing for relevant Managers • Service Cab charge allocation and reconciliation (where required/relevant) • Participating in rosters to ensure that Administrative Support is provided during core hours, staff leave and absences (ie lunch breaks) which includes relieving other mental health administrative staff during periods of staff shortage. • Dictaphone typing of medical reports and correspondence.
<p>Ensuring that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets as follows:</p>	<ul style="list-style-type: none"> • Assisting with the developing and establishing key performance indicators for all critical activities relevant to area of responsibility in accordance with the quality evaluation program. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes. • Assisting with the establishment and maintenance of the recording systems to accurately reflect the activity of the various aspects of the department, which will enable evaluation of performance leading to improvement and achievement of best practice standards.
<p>Contribute to the ongoing commitment to policies and procedures of</p>	<ul style="list-style-type: none"> • Complying with CALHNs' Delegations of Authority;

<p>CALHN/Mental Health Services, by:</p>	<ul style="list-style-type: none"> • Contributing to the welfare of staff in the Administration Office by promoting and complying with Occupational Health, Safety and Welfare principles and procedures; • Participating in Quality Improvement activities; • Complying with Equal Employment Opportunity principles and procedures; • Participating in Performance Enhancement activities, including annual performance appraisals; • Developing, implementing and maintaining effective and confidential office management practices, procedures and standards relating to the provision of secretarial, clerical and administrative services; • Contributing to the efficient financial management of the Sector Manager's office by checking orders and ensuring appropriate certification is obtained to facilitate timely payment; • Promoting a commitment to customer service excellence within Mental Health Services and CALHN by ensuring that all clients/visitors are greeted and attended to in an appropriate manner including modelling required behaviour; • Contributing to a good public image of the Office and Mental Health Services CALHN including maintenance of good working relations with all Government, public/private sector clients and staff maintaining confidentiality and diplomacy
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

- Possess high level organisational and coordination skills
- Demonstrated ability to work as an effective team member.
- Demonstrated high level of customer service skills and abilities.
- Demonstrated ability to manage own time effectively and use flexibility, initiative and innovative approaches to meet changing requirements and to complete work within designated timeframes.
- Ability to communicate effectively both written and verbal, to a broad range of people at all levels.
- High standard of interpersonal and communication skills and the ability to work independently and within a multidisciplinary team and participate in discussions.
- Demonstrated ability to readily assimilate new information and procedures and react positively to change and implementing change.
- Demonstrated ability to handle conflict/difficult situations with confidence and professionalism.
- Ability to deal with sensitive issues and maintain complete confidentiality.

Experience:

- Intermediate (demonstrated) experience in the use of Microsoft Office Suite, Outlook, Excel, PowerPoint
- Experience in providing a confidential personal secretarial or personal assistant service.
- Experience in maintaining and coordinating a document management system
- Demonstrated experience in promoting and applying a commitment to a customer service culture including dealing effectively with consumer complaints through the application of knowledge and experience.
- Experience in the preparation of agendas, minutes, memorandums and letters.
- Experienced and confident in the coordination and arrangement of meetings, conferences, official functions and travel and accommodation.
- Demonstrated commitment and experience in personal development and learning

Knowledge:

- Sound knowledge of issues related to consumer rights, responsibilities and privacy, particularly in relation to the South Australian public health system and its operations.
- Demonstrated knowledge and understanding of change management principles and practices, accreditation frameworks, quality improvement.
- OHS&W, risk management, code of ethics and conduct awareness.
- Understanding and knowledge of the importance of a customer focused service
- Sound knowledge of office management and procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- The completion of or willingness to undertake relevant studies and/or courses

Personal Abilities/Aptitudes/Skills:

- Ability to analyse tasks relevant to the position and implement agreed changes as required.

Experience:

- Experience in a hospital or health related environment and/or with hospital computerised systems

- Experience in transcribing and the use of Dictaphones.
- Experience working within a mental health or hospital environment.
- Experience working within a multidisciplinary team.

Knowledge:

- Knowledge of or ability to acquire knowledge of hospital policies and procedures
- Knowledge of Medical terminology;
- Knowledge of the operational services within Mental Health Services.
- Knowledge of the Community Based Information System (CBIS) and Sunrise.

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.

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

Name:

Signature:

Date: