

# Role Description

Administration Officer – Regional - AS02



<b>Position Number</b>	P24461	
<b>Position Title</b>	Administration Officer – Regional	
<b>Classification Code</b>	AS02	
<b>LHN</b>	Flinders and Upper North Local Health Network (FUNLHN)	
<b>Directorate</b>	Community and Allied Health	
<b>Location</b>	Regional	
<b>Department/Unit/Ward</b>	Community Health	
<b>Position reports to</b>	title	
<b>Delegation Level</b>	No delegation	No delegation
<b>Position Created/Reviewed</b>	Insert created date / February 2023	
<b>Criminal History Clearance Requirements</b>	Working With Children Check (WWCC) (DHS) Unsupervised contact with vulnerable groups (NPC) NDIS Worker Screening Check (DHS)	
<b>Immunisation Risk Category</b>	Category B	

## Role Context

### Primary objectives of role:

The Administrative Officer is responsible to the Executive Director Community & Allied Health, through the Business Support and Administration Team Leader of Community Health. They are responsible for contributing to the provision of a range of administrative, business, and corporate services, including front-line customer services, consolidated Country CCCME, and information management functions. This includes the implementation, maintenance, and improvement of client data across the service through the analysis of issues and implementation and evaluation of improvements. Tasks include ensuring all relevant staff is skilled in customer service and the application of the data systems used across the Community Health which support the objectives of the services.

### Key Result Area and Responsibilities

Support Community Health Service in Human Resource Management by:

- Coordination of rosters to ensure all Administrative Desks are manned at all times
- Coordination of Casual and Administrative staff to provide backfill and cover contingency for administrative vacancies across the service
- Assisting with recruitment/selection processes in consultation with the Human Resource Department and the Team leader for engagement of administrative staff.

**Contribute to the effectiveness of the Allied and Community Health Divisions services by providing a confidential administrative support service to the division by:**

- Providing comprehensive and efficient administrative support services by prioritising workload to:
  - Monitor and action correspondence in and out
  - Receiving and directing telephone calls, mail, faxes, and emails
  - Responding to telephone enquiries
  - Co-ordinating clinical and operational meetings
  - Booking patient appointments for clinics and tele-health
    - initiating contact with patients via letter or telephone, updating them on changes, confirmations, reminders, or cancellations
  - Preparation of memos, letters, reports, and other correspondence
  - Minute taking and actions related to the preparation and distribution of meeting agendas and all relevant documentation
  - Coordinated approach to the referral intake processes within the department
- Processing claims and other revenue-related tasks.
- Requesting, collecting, and return of medical records.
- Ensure stocks such as goods, stationery items, office supplies, and consumables, including relevant administrative forms are maintained to appropriate levels.
- Delivering information/instructions in accordance with procedures provided.
- Creating purchase orders, receipting and processing of invoices, non-stock requisitions, and accounts for payment using organisational systems
- Arrange flight and accommodation bookings for divisional staff and visiting consultants.

- In the event of a computer shutdown/failure, implement and maintain manual systems in accordance with the procedure manual.

**Maintain accurate electronic and hardcopy records and files:**

- › Comply with Medical Record Documentation and data capture Standards and Client Identification Standards
- › Collect data, and add patient data to relevant systems
- › Contribute to the accurate collection, collating, entering, and filing of data.
- › Patient and clinic bookings via electronic programs
- Use of other programs to validate client demographics and data

**Ensure that the best possible working environment and work practices are developed and maintained by:**

- › Exercising initiative and judgment, particularly in sensitive and/or high-pressure situations
- › Adhering to stringent time frames and deadlines.
- › Use empathy when dealing with patients and patient's families.
- › Regularly reviewing activities to ensure customer/client service requirements are met.
- › Monitor own performance through participation in performance review processes.
- Assist other support staff within the division with general reception and clerical duties where possible within the prioritisation of own workload and deadlines.

**Work as an effective team member of the Division of Allied and Community Health by:**

- › Establishing and maintaining systems to ensure confidentiality of files and record management.
- › Contributing to the provision of an effective level of clerical support for the Division of Allied and Community Health by providing advice in a timely fashion, advocating, and promoting good relations when liaising with services, clients, visitors, and staff.
- › Providing relief cover to other ASO2 staff within the Division of Allied and Community Health as requested by the Administration Coordinator
- › Contribution to training other administrative staff including in-services as appropriate
- Participating in team meetings and committees as required

## Knowledge, Skills and Experience

### Essential Minimum Requirements

#### Educational/Vocational Qualifications

- NIL
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#### Personal Abilities/Aptitudes/Skills

- Ability to communicate effectively both verbally and in writing at all levels, both within and external to the organisation, and establish an effective working relationship.
- Proven high level of interpersonal skills and demonstrated commitment to the provision of customer service excellence.
- Excellent keyboard skills with a demonstrated use of a variety of computer software packages.
- Proven ability to work independently, sustain high-level performance, work with accuracy, and meet deadlines.
- Excellent time management skills with a demonstrated ability to use initiative, prioritise own workload and work with limited supervision.
- Ability to analyse problems, formulate suitable solutions, and implement appropriate actions

#### Experience

- Client and customer services experience.
- Proven experience in the provision of administrative support services to health services including the maintenance of records and systems.
- Proven experience in the compilation of statistical information.
- Previous experience in establishing and maintaining effective office systems and procedures.

#### Knowledge

- An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standards, Equal Employment Opportunity, and Occupational Health, Safety, and Welfare legislation.
- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics, and competency standards.
- Knowledge of administrative practices and procedures, instructions, regulations, and other requirements relating to general administration.
- Sound knowledge and commitment to customer service principles.
- Sound understanding of the principles of confidentiality.

### Desirable Characteristics

#### Educational/Vocational Qualifications

- Certificate III in a Health or Community Services Related field

### Personal Abilities/Aptitudes/Skills

- NIL

### Experience

- Previous experience in a similar role working in a health-related environment.
- Experience in medical typing of reports, correspondence, and other documents.
- Experience in typing from Dictaphone.

### Knowledge

- Knowledge of Quality Assurance principles.
- Knowledge of performance development principles and procedures.
- An understanding of government mechanisms and public sector administrative policies and procedures.
- Knowledge of medical terminology.

### Key Relationships/ Interactions:

#### Internal

- Assist the Team Leader in planning and service coordination
- Assist with the supervision, support, and coordination of a group of administrative staff across all Community Health Teams and sites.
- All staff and management
- Has functional links with all Community Health Team leaders and other service areas within the Hospital

#### External

- Referral Agencies and sources
- Liaises with Port Augusta, Whyalla Quorn, Hawker, and Leigh Creek Health services within FUNLHN in relation to front-line customer services

### Direct reports:

- NIL

### Challenges associated with role:

Major challenges currently associated with the role include:

- Maintaining a high level of customer service to internal and external customers
- Coordinating staff and services within the Community Health Administration Team
- Maintaining a high level of client data across the service
- Adhering to stringent time frames and deadlines
- Assist other support staff within the division with general reception and clerical duties where possible within the prioritisation of own workload and deadlines.
- Working under limited supervision, applying initiative, and using limited judgement through precedents, guidelines, procedures, regulations, and instructions

### 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 National Police Certificate (NPC).
- Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- *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
- Risk-Assessed roles under the National Disability Insurance Scheme (NDIS) (*Practice Standards – Worker Screening Rules 2018*) must obtain a satisfactory NDIS Working Screening Check 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.
- WWCCs and NDIS Worker Screening 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.
- Must be an Australian Resident or hold a current working visa.
- Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

### 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 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injuries / illness.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- Meet immunisation requirements as outlined by the *Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination Policy*.
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse and 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.
- SA Health / FUNLHN / other relevant departmental policies, procedures and standards.

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.

#### **Resilience:**

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

#### **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:**

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

#### **Performance development**

It is your responsibility to actively participate in the Performance Review and 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 Select Local Health Network from list 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.

## 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.



## 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.

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 specific occupation and/or profession.*

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.



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**Role Description Approval**

I acknowledge that the role I currently occupy has the delegated authority to authorise this document:

**Name:** \_\_\_\_\_ **Role Title:** \_\_\_\_\_  
**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**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:** \_\_\_\_\_