



ROLE DESCRIPTION

Role Title:	Administration Officer – Mount Gambier
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Hospital/ Service/ Cluster	Country Health Connect
Division:	Country Health Connect- Mount Gambier
Department/Section / Unit/ Ward:	Administration
Role reports to:	Regional Senior Administration Officer
Role Created/ Reviewed Date:	April 2023
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

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 from the South East Region to Country Health Connect – Limestone Coast LHN. This includes provision of a reception service, word processing/data entry and clerical/administrative support. Providing a casual on call service to Country Health Connect in general clerical and reception duties also to assist with other administrative duties that are required by the organisation.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Maintains effective working relationships with all members of Country Health Connect – Limestone Coast 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 Country Health Connect – Limestone Coast Health Service.
- > Other Government Agencies.
- > Other Health Units/Services.

Challenges associated with Role:

Major challenges associated with the role include:

- > 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

The incumbent will be required to participate in the organisation's Performance Review & 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.

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 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 Guidelines for Health Care Workers in South Australia Policy Directive.*
- *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).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *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.

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:

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

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 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 Working 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.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Customer Service	<ul style="list-style-type: none"> > Ensure a courteous, confidential and efficient customer contact service is provided in all interactions with clients, visitors, staff and the general public whether that be via phone or in person. > Attend to visitors in the reception area in a professional manner and ensure they are directed appropriately. > Attend to enquiries and refer accurately and appropriately to the correct department/service. > Coordinate the booking of appointments for services provided by Country Health Connect – Limestone Coast Health Service. > Network and establish working relationships with site administrative colleagues. > Take and relay clear and accurate messages. > Assist with the monitoring, hiring and returning of equipment.
Administrative Support	<ul style="list-style-type: none"> > Provide effective and efficient clerical and administrative support for health professionals and specific programs. > Undertake a full range of administrative duties such as typing, filing photocopying, publishing and mail collection and distribution. > Provide support services to staff and visiting professionals by monitoring correspondence, telephone enquiries, coordinating diary appointments and room bookings for visiting clinicians and outside agencies. > Booking appointments for Podiatry clinics in CCCME scheduling. > Order stationery items through Oracle and maintain adequate stock levels. > Coordinate video conferencing bookings on TelePresence Management Suits (TMS) system, including room bookings. > Assist with maintaining government vehicle bookings, logbooks, vehicle servicing program and reporting to the Fleet and Safety Officer. > Liaise with various chairpersons and the Site Manager Representative to prepare and coordinator meetings, rooms, agenda items and minutes.
Data management	<ul style="list-style-type: none"> > Maintain Country Consolidated Client Management Engine (CCCME) clinical appointment and data entry, in accordance with policies and procedures.
Contribute to the development and implementation of best practice in the delivery of administrative services:	<ul style="list-style-type: none"> > 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. > Contribute to the organisation's continuous improvement culture through participation and support of a customer focus and involvement in quality improvement activities.
Quality Improvement/ utilisation of resources	<ul style="list-style-type: none"> > Participate in quality improvement activities. > Contribute ideas to improve administration processes and procedures. > Actively contribute toward maintaining and promoting a healthy team environment.

OFFICIAL

	<ul style="list-style-type: none">> Report all accidents, incidents and near misses.> Use equipment provided for the prevention of injuries.> Identify issues of hazard or concern so that these may be addressed at the earliest opportunity.> Actively participate in continuous Quality Improvement (QI) activities, including the identification of performance standards and increased efficiencies.> Ensure the efficient utilisation of resources by ensuring that facilities, equipment and supplies are correctly used.
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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.

Experience

- > Experience in performing data entry operations.
- > Experience in Microsoft Office suite.
- > Experience in a reception and medical records department.

Knowledge

- > Knowledge of 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 Country Health SA Reconciliation Action Plan 2018-2020.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

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

Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to type at a minimum of 60 words per minute.

Experience

- > Previous experience in medical record practices.

Knowledge

- > Knowledge of medical terminology.
- > Knowledge of the quality improvement process.

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 Wellbeing.

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

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

The health units within the Limestone Coast LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

Values

LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

Code of Ethics

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 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.

Aboriginal 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: