



## ROLE DESCRIPTION

<b>Role Title:</b>	Departmental Administrative Support Officer
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network
<b>Hospital/ Service/ Cluster</b>	Royal Adelaide Hospital / The Queen Elizabeth Hospital
<b>Division:</b>	Cancer Service
<b>Department/Section / Unit/ Ward:</b>	Medical Oncology / Haematology / Radiation Oncology
<b>Role reports to:</b>	Department Office Manager, Cancer Directorate
<b>Role Created/ Reviewed Date:</b>	October 2017
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children's Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Departmental Administrative Support Officer is accountable to the Department Office Manager Coordinator, Cancer Directorate, for the provision of a confidential secretarial, administrative and reception service to Consultants within the Department.
- > This entails using a teamwork approach, coordinating day-to-day workloads within the group, ensuring that all work is completed in a timely and accurate manner, handling more complex work tasks and problems, liaising with other hospital departments and staff to identify requirements/priorities and providing guidance and advice to less experienced staff in the group.
- > The Departmental Administrative Support Officer will be part of the team providing support to the Department and therefore may be required to rotate to other sites where deemed appropriate on an as needs basis and as directed by the Department Office Manager, Cancer Directorate.

### Key Relationships/ Interactions:

#### Internal

- > The Departmental Administrative Support Officer, reports directly to the Department Office Manager, Cancer Directorate.
- > The Departmental Administrative Support Officer must work closely within a multidisciplinary team from the Cancer Directorate and other hospital departments, including nursing, allied health staff, other clinical support specialities and administrative staff.

#### External

- > Liaison with the Department of Health and Aging, Central Adelaide Local Health Network, Government Agencies, private sector organisations, and internal/external clients of the health service on behalf of the Cancer Directorate.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Supporting the development of new and emerging administration processes in a changing environment.
- > Working autonomously exercising judgement and initiative.

**Delegations:**

- > N/A

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p>Ensure the provision of an effective, efficient and confidential secretarial and administrative support service to the Department by:</p>	<ul style="list-style-type: none"> <li>&gt; Maintaining a strong customer focus.</li> <li>&gt; Providing confidential secretarial support service to the Department including managing telephone enquiries, co-ordination of and scheduling meetings/appointments with patients, management and hospital staff, responding to enquiries and problem solving.</li> <li>&gt; Maintaining prompt, courteous and accurate communication with all levels of staff, patients and health professionals, offering assistance and support with enquiries.</li> <li>&gt; Providing a reception service including receiving visitors to the Department, answering telephone calls and redirecting to the appropriate Consultant and/or other staff member as appropriate.</li> <li>&gt; Monitoring and prioritising workloads, evaluating office practices and procedures, making decisions and maintaining an organised office for the Department.</li> <li>&gt; Using the hospital Patient Administration System and other related database software as required.</li> <li>&gt; Providing a high standard of typing and word processing from handwriting or dictation, general administrative and educational material, including but not limited to rosters, medico-legal reports, correspondence, research grant applications, lectures/tutorials, submissions, reports, protocols/proformas, minutes of meetings, ward handouts and other confidential data.</li> <li>&gt; Maintaining filing systems, archiving digital files and implementing new systems.</li> <li>&gt; Maintaining effective utilisation of office and computer equipment and software, liaising with information technology consultants.</li> <li>&gt; Maintaining adequate stock of office supplies, and logging work requests with the Royal Adelaide Hospital facility manager (Spotless) as required.</li> <li>&gt; Contributing to the efficient administration of the Department by undertaking any duties relevant to the level of the position as required by the Clinical Support Coordinator.</li> <li>&gt; Maintaining a diary for Senior Staff, including arranging appointments and coordinating meetings.</li> <li>&gt; Receiving and distributing or redirecting correspondence.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Coordination of meetings and agendas and attending and recording minutes of meetings as directed.</li> <li>&gt; Arranging travel and conference/seminar bookings for the Department.</li> <li>&gt; Assisting and training in the orientation of other staff.</li> <li>&gt; Liaising with Clinical Support Officers regarding Outpatient appointment bookings, appointment cancellations, clinic and/or template changes, outreach and Telehealth appointments, as directed by the Consultant.</li> <li>&gt; Liaising with other departments and hospitals as required.</li> <li>&gt; Ensuring patient confidentiality.</li> <li>&gt; Carrying out small projects (and information gathering) under direction (i.e. collecting and compiling information).</li> </ul>
<p>To contribute toward the provision of a safe and healthy work environment for self and others by:</p>	<ul style="list-style-type: none"> <li>&gt; Ensuring a commitment to continuous improvement.</li> <li>&gt; Operating under the Code of Ethics for SA Public Sector Employees and RAH Corporate Policies, including RAH Confidentiality Code of Conduct.</li> <li>&gt; Keeping abreast of all administrative and policy changes.</li> <li>&gt; Seek guidance in preventing and correcting errors whenever possible.</li> <li>&gt; Attending and participating in Cancer Directorate meetings, staff forums and training workshops.</li> <li>&gt; Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty and report any major conflicts/difficulties to the Business Officer or delegate.</li> <li>&gt; Providing timely negotiation of leave and notification of sick leave with the Business Officer that have impact on service delivery.</li> <li>&gt; Reporting all accidents, incidents and near misses.</li> <li>&gt; Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others; and</li> <li>&gt; Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures.</li> </ul>

# **Knowledge, Skills and Experience**

## **ESSENTIAL MINIMUM REQUIREMENTS**

### **Educational/Vocational Qualifications**

- > Nil.

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

- > Demonstrated ability to work under pressure, prioritise and meet tight deadlines.
- > Effective verbal and written communication skills suitable for liaison with staff and public within a multi-disciplinary workplace.
- > Proven ability to contribute to and work in a harmonious team environment.
- > Demonstrated ability to communicate sensitively and effectively with all patients, both face to face and over the phone.
- > Ability to work with limited assistance and minimal supervision, using initiative and judgment.
- > Demonstrated ability to deal with sensitive material and confidential matters.
- > Ability to adapt to a changing environment.
- > Ability to accurately data enter into databases/information systems.
- > Ability to evaluate work procedures and implement new systems where necessary.

### **Experience**

- > Experience in the use of Microsoft Office suite of software
- > Experience in using a wide range of office/resource equipment.
- > Experience in carrying out a wide range of administrative duties.
- > Experience in working in areas where confidentiality must be applied and maintained.

### **Knowledge**

- > Basic knowledge of medical terminology.
- > Knowledge of and commitment to customer service principles.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Completion of or willingness to undertake relevant studies and/or courses.

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

- > Ability to use computerised information systems.
- > Ability to audio-type.

### **Experience**

- > Experience working in a hospital environment and/or with hospital computerised systems.
- > Relevant experience as a (stenographer/unit secretary/ward clerk/receptionist) in a health organisation.

### **Knowledge**

- > Proven knowledge of medical terminology.
- > Knowledge of Hospital policies and procedures.

### 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 Criminal and Relevant History Screening Assessment clearance.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening Assessment must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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.
- > Undertake some out of hours work or work additional days, especially during peak periods or periods of leave.
- > Have a flexible approach to working hours.
- > Participate in the administrative position rotations within the Cancer Directorate.
- > Attend relevant education and training sessions as required.
- > Ensure timely notification of leave to the Business Officer that have an impact on service delivery.

### 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 2014.*
- > *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*
- > *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 & 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 DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and Breast ScreenSA, 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](http://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
<b>People first</b>	<ul style="list-style-type: none"><li>- I am there for my patients and colleagues when they need me most.</li><li>- I put myself in my patients and colleagues shoes to understand their needs.</li><li>- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.</li><li>- I respect uniqueness in my colleagues, our patients and their families.</li></ul>
<b>Ideas driven</b>	<ul style="list-style-type: none"><li>- I look and listen to ensure I fully understand the problem and find a solution.</li><li>- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.</li><li>- I invest in my own learning and look for opportunities to explore and introduce new ideas.</li><li>- I am interested in critical research and how it informs creative thinking.</li></ul>
<b>Future focussed</b>	<ul style="list-style-type: none"><li>- I embrace leading practices and use them to evolve our ways of working.</li><li>- I lead and support change to improve patient and organisational outcomes.</li><li>- I am constantly on the look-out for opportunities to improve.</li></ul>
<b>Community minded</b>	<ul style="list-style-type: none"><li>- I put my hand up to lead work that matters.</li><li>- I am accountable and focused on value.</li><li>- I value and champion diversity.</li><li>- I embrace collaboration and constructive partnerships.</li></ul>

### 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:**