

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Administrative Officer - Emergency Department (Casual Pool)
Job Number	662418
Applications Closing Date	30/6/19
Region / Division	Central Adelaide Local Health Network
Health Service	The Royal Adelaide Hospital and The Queen Elizabeth Hospital
Location	Adelaide and Woodville
Classification	ASO-2
Job Status	Casual
Salary	\$26.74/\$27.81 per hour plus 25% leave loading

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Kristina August
Phone number	0428 299 112
Email address	Kristina.August3@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Administrative Officer – Emergency Services
Classification Code:	AS02
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)
Hospital/ Service/ Cluster	Royal Adelaide Hospital/The Queen Elizabeth Hospital
Division:	CALHN
Department/Section / Unit/ Ward:	Critical Care Services
Role reports to:	Administrative Services Manager – Emergency Department
Role Created/ Reviewed Date:	Rev: March 2018
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Child- Prescribed (DCSI)

ROLE CONTEXT

Primary Objective(s) of role:

The Administrative Officer – Emergency Services is responsible for:

- Providing a comprehensive administrative support service to Emergency Service, including the Medical, Nursing and clinical support staff to support the delivery of services to patients in the Emergency Department/s.
- Provide and deliver administrative duties in line with the operational aims, plans and procedures for the provision of Emergency Support Services, consistent with Government policy, Organisational aims, priorities and directions.
- Comply and perform duties with strict adherence to the Hospital's policy on confidentiality of patient information and quality customer service standards
- Contribute and support a team approach to the service delivery of Emergency Services with the aim of ensuring the provision of a safe, best practice, cost effective, standardised administrative support service for the Emergency Department/s.

Direct Reports:

The Administrative Officer – Emergency Services:

- > Reports directly to the Administrative Services Manager – Emergency Services, CALHN
- > Is responsible for working collaboratively with all Clinical and Clinical support staff in the Emergency Department/s for the provisions of clinical services to patients.

Key Relationships/ Interactions:

Internal

- > Works in partnership with the Emergency Services clinical and non-clinical team within the Emergency Department/s to deliver administrative support services
- > A required active member of the Emergency Department/s operational team meetings, huddles and other Committees/groups as a key contributor for administrative support services to the Emergency Department/s

External

- > May be required to attend external meetings as a representative and service provider for Emergency Services Administrative support.
- > Required to work collaboratively on a daily basis with other clinical services, corporate and operational support services for the provision of Emergency Services

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working towards achieving CALHNs strategy of Single Service Multiple Sites
- > Working a 24/7 rotating roster
- > Flexibility and ability work within a fast pace, unique environment which requires empathy, maturity and resilience.

Delegations:

Delegated Level: Nil

Staff supervised: N/A

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, Policies and Procedures 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.
- 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.

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.

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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances 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.
- > A current driver's licence and a willingness to drive a government vehicle are highly desirable.
- > Work over a 24 hour, 7 day roster, with shift work including day, night, weekend and public holiday work, as per the department roster.
- > Participate in the Unit's administrative position rotations.

Key Result Area and Responsibilities

	Major Responsibilities
Provision of a comprehensive, accurate and effective administrative support service	<ul style="list-style-type: none"> • Maintaining information systems through Admissions (Direct Admit/Ambulatory), Discharge and Transfer (intra/inter) of patients. • Completing and processing of AusHealth, MVA, Advance Care Directives and P3ED's in accordance with relevant procedure. • Supporting the Emergency Department administration process by undertaking bedside registration or equivalent • Ensuring communication has occurred with relevant parties on the status of patient appointments e.g. diagnostic appointments • Liaising with key stakeholders such as patient flow regarding the coordination and logistic requirements of patients • Coordinating the distribution of patient records and results to relevant clinical staff and distributing patient information to other health care providers as required. Arranging, distributing and maintaining records of patient equipment (e.g. crutches) as requested by Emergency Department treating doctor • Arranging and actioning Emergency Department patient transfers as required • Coordinating, collating and provision of appropriate information for patients e.g. discharge letters. • Ensuring data accuracy of patient information, including reviewing, follow ups and amendments to information. • Application and effective delivery of operational administrative activities and functions compliant with work instructions, procedures and processes aligned to the Emergency Department/s
Effective and efficient administrative support service	<ul style="list-style-type: none"> • Arranging, distributing and maintaining records of patient equipment (e.g crutches) as requested by treating doctor (Emergency Department) • Arranging Emergency Department patient transfers as required (via Ambulance/RFDS, taxi, bus etc) • Arranging copies of relevant information for provision to patients e.g. discharge letters. • Actioning and undertaking collation of patient documentation and data entry • Maintaining stationery and non-stationery stock levels • Supporting operational meetings through the undertaking of scheduling meetings, booking rooms, taking and distributing minutes, agendas and action lists (including telemedicine). • Coordinating, sorting and distributing all incoming and outgoing correspondence • Liaising with Facilities Management staff for the logging, actioning and requesting minor works requests, where appropriate • Coordinating the attendance of other support staff / visitors e.g. Interpreters, Security

	<ul style="list-style-type: none"> Logging operational system support issues as they arise, though contacting appropriate Help Desk support/s.
Quality customer service delivery	<ul style="list-style-type: none"> Providing timely responses to incoming telephone calls, faxes, emails, and the distribution of information to respective areas; Maintaining a client focused interaction when responding to customer services based enquiries Ensure effective resolution of client/consumer/stakeholder enquiries and issues or appropriately escalating complex issues to the Administrative Manager – Emergency Services, CALHN Maintaining open and regular communications with customers, internal and external service providers Actively contribute to achieving Central Adelaide LHN Customer Service Standards Providing a meet, greet and general enquiry frontline reception service for visitors, internal and external stakeholders and representatives Screening, directing, answering telephone enquiries and taking accurate messages Interacting with patients both face to face and by telephone regarding all aspects of the registration, admission and discharge process. Communicating effectively with all levels of staff, patients, visitors and health professionals, offering assistance and support with enquiries Coordinating the flow of Departmental/Unit staff paperwork to Centralised areas and ensuring their return, including Medical Professional Development, Briefs/Internal memos, letters, leave forms and various others. Acting as the point of contact for all Service enquiries and administrative matters
Contribute and promote harmonious team environment	<ul style="list-style-type: none"> Contributing to the achievement of Departmental performance objectives, work instructions and service standards Providing active and constructive contribution to team meetings/huddles Fostering and maintaining working relationships with team members and stakeholders demonstrated by respect for others, co-operation and assistance Developing and maintaining positive relationships demonstrated by respect for others, co-operation, assistance, tact and diplomacy Take a proactive approach to promoting a positive image and environment for Emergency Services across the Network. Support the learning and training of new staff members as required

<p>Continuous improvement and development</p>	<ul style="list-style-type: none"> • Providing on the job training and support to new staff members as required • Actively participate in operational reviews, updates and improvements for administrative support practices within the Emergency Services. • Providing feedback which aims to improve the quality of work processes and individual work practices • Ensure compliance and application of standards of practice, work instructions, external legislation and CALHN policies and procedures for the provision of emergency administrative support services • Actively participating in activities driven by the Administration Professional Workforce Steam • Actively participating in a culture that encourages staff to use initiative and to engage in effective teamwork and communication that results in the best use of resources • Actively role modelling professional behaviour and practices in the workplace • Actively participating in ongoing learning and continuous improvements plans and processes
---	---

Knowledge, Skills and Experience

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to effectively and clearly communicate with people, including those from diverse cultural backgrounds
- > Ability to adhere to strict confidentiality requirements at all times
- > Demonstrate a high degree of initiative, drive and ability to work with limited supervision.
- > Proven written and verbal communication skills
- > Ability to demonstrate empathy and maturity in dealing individuals and families
- > Proven ability to work under pressure, prioritise and meet agreed time frames
- > Ability to readily assimilate new information and procedures and react positively when implementing changes;
- > Proven ability to work independently and be resourceful
- > Demonstrated ability to be a strong team player and to work effectively as a member of a team.
- > Demonstrated ability to problem solve with limited assistance.
- > Demonstrated resilience and skills in dealing with high pressure situations
- > A commitment and dedication to quality customer service provision.

Experience

- > Experience in providing a high quality customer service
- > Experience in undertaking data entry activities with accuracy and efficiency
- > Experience in the provision of quality administration support
- > Experience in the use of Microsoft Office applications

Knowledge

- > Understanding and commitment to Equal Opportunity and Work Health & Safety policies and Legislation
- > Understanding of customer service principles and general administrative practices and procedures

DESIRABLE CHARACTERISTICS

Knowledge:

- > Knowledge of hospital policies and procedures
- > Knowledge of Medical Terminology

Experience

- > Experience in using a wide range of office and resource equipment and carrying out a range of administrative duties and processes.
- > Experience working in a hospital or health care sector environment

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, Country Health SA 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.

Health Network/ Division/ Department:

Critical Care Services incorporates the following clinical services:

- Emergency Services
- Trauma Services
- Intensive Care Services
- Medical Emergency Response
- Anaesthetic (Medical) Services
- Acute and Chronic Pain
- Hyperbaric Medicine

With over 1200 employees from various employment groups such as Medical, Nursing, Allied Health, Administration, Scientific, Technical and Health Ancillary, Critical Care Services is one of the largest Directorates within the Central Adelaide Local Health Network.

Critical Care Services is also responsible for the research activities undertaken by the clinical services and also consists of several special purpose funds.

Critical Care Services operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

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.

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 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: