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SA Health Job Pack

Job Title	Administration Officer (Casual Pool)
Job Number	578827
Applications Closing Date	18/12/15
Region / Division	Country Health SA Local Health Network
Health Service	Mt Barker Hospital
Location	Mt Barker
Classification	ASO-2
Job Status	Casual
Salary	\$49,576/\$53,661

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	Lyn Pascoe
Phone number	8393 1755
Email address	Lyn.pascoe@health.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:	Administration Officer - Reception
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Country Health SA LHN
Hospital/ Service/ Cluster	Barossa Hills Fleurieu Rural Region
Division:	Mt Barker District Soldiers' Memorial Hospital
Department/Section / Unit/ Ward:	Administration
Role reports to:	Administration Supervisor
Role Created/ Reviewed Date:	Reviewed 16 November 2015
Position Number:	MB0059
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

To assist in providing an efficient, effective and high-quality service to the community, the Administrative Officer – Reception is accountable to a senior administrative officer, and/or a professional manager/clinician, for the provision of general administrative services to professional staff and clients of a health unit. For this position this service of Hospital Reception is provided to Mt Barker DSM Hospital.

Direct Reports:

- Responsible to the Administration Manager
- Accountable to the Executive Assistant/Administration Supervisor

Key Relationships/ Interactions:

Internal

Coder/s, Ward Administration Officers, Theatre, Nursing Staff and Visiting Medical Practitioners

All members of the Barossa, Hills, Fleurieu Rural Region and staff from other agencies.

Works as a member of the team to achieve team outcomes in a cooperative and constructive manner

External

Department of Health

Other Government Agencies

Other Health Units/Services

Challenges associated with Role:

Major challenges currently associated with the role include:

>

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, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > 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.

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 (DCSI).
- > 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 working in Aged Care.

- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 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.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of a timely and efficient Administration service for Mt Barker DSM Hospital</p>	<ul style="list-style-type: none"> ▪ Undertaking the duties of switchboard operator and dealing with front counter enquiries in a polite, professional, effective and efficient manner using judgement in conveying appropriate information ▪ Welcoming and directing visitors to the client concerned. Ensuring that requests of the client and their family, re visitors, are adhered to and that patient confidentiality is maintained ▪ Dealing in a professional and ethical manner with difficult clients ▪ Ensuring the maintenance of an efficient booking service for consulting and meeting rooms, fleet vehicles and electronic equipment by maintaining accurate booking diaries ▪ Maintaining the appointment booking system for Physiotherapy and Massage services ▪ Managing day to day accuracy of the visitors and contractors log-in security system ▪ Providing communication officer role in emergency response ▪ Ensuring the accurate receipting of monies by using both manual and computerised systems including providing appropriate receipts when requested ▪ Ensuring the timely distribution of information including opening, dating and distributing incoming mail ▪ Ensuring the timely flow of information by preparing and recording outgoing mail including weighing non-standard mail and maintaining the postage register ▪ Maintaining an accurate filing system and data bases ▪ Maintaining stationery supplies for reception ▪ Maintaining office equipment including fax machines, printers and photocopiers
<p>Contribute to the overall high quality functioning of the health unit</p>	<ul style="list-style-type: none"> ▪ Assisting in the effective operation of the Hospital by undertaking other tasks consistent with the classification of this position ▪ Participating in the health unit Quality Improvement program ▪ The incumbent is responsible and accountable for adequately managing the official records he/she creates and receives according to the relevant legislation, policies and procedures ▪ Complying with Universal Precautions for Infection Control ▪ Complying with the relevant data collection processes and reporting requirements ▪ Participating in relevant meetings ▪ Participating in personal and professional development including annual performance appraisal ▪ Complying with the Code of Ethics for Public Sector Employees ▪ Complying with relevant legislative and statutory requirements including Equal Opportunity ▪ Utilising philosophies and principles of social justice and primary health care within work practice
<p>Contribute to the health and safety of themselves and fellow employees</p>	<ul style="list-style-type: none"> ▪ Understanding their responsibility under the Work Health Safety Legislation ▪ Risk management ▪ Following operating policies and procedures and adhering to safety rules ▪ Understanding and adhering to fire and emergency procedures

	<ul style="list-style-type: none"> ▪ Reporting accidents, incidents, work injuries and potential work hazards/near misses/hazards and security ▪ Wearing person protective equipment if required ▪ Participate in the WHS program of the organisation
Contribute to the well-being of people in South Australia	<ul style="list-style-type: none"> ▪ Participation in Counter Disaster activities including attendance, as required, at training programs and exercised to develop the necessary skill required to participate in responses in the event of a disaster and/or major incident

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Demonstrated interpersonal skills, incorporating the ability to exercise integrity, tact and confidentiality in dealing with a diverse range of internal and external clients
- Excellent communication skills both written and verbal
- Ability to work with limited supervision, utilising initiative and/or judgement, to manage competing demands and ensure the timely completion of tasks
- Possess a strong commitment to customer service excellence including the ability to deal with difficult clients and situations
- Possess flexibility, adaptability and versatility of approach to manage changing work requirements
- Ability to work collaboratively in a team environment, contribute to a culture of team work and take a shared responsibility for achieving results
- Ability to comply with the health service policy on confidentiality

Experience

- Demonstrate experience in the use of Microsoft Software in particular Word, Excel, Publisher and Outlook
- Experience in providing administrative & clerical support services
- Developing spreadsheets, using the Microsoft Excel application
- Demonstrated experience in working a multi-line telephone system/switchboard

Knowledge

- Knowledge of clerical and administrative practices and procedures
- Knowledge of the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of the Premier's Safety Commitment and the legislative requirements of the Work Health Safety Act, Risk Management, or to an equivalent set of standards
- Knowledge of primary health care and community health principles;
- A general knowledge of Government Administrative Instructions and procedures and relevant legislation.
- Knowledge of current Microsoft suite of programs
- Knowledge of office and clerical procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Business Studies
- Medical Terminology

Personal Abilities/Aptitudes/Skills:

- Ability to make decisions based on best practice principles

Experience

- Experience using health specific software applications
- Experience in a Health Service environment
- Administration experience in a Health Service environment

Knowledge

- Knowledge of safe work practices
- Knowledge of customer services principles
- Quality Improvement

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:

The Mount Barker DSM Hospital is a 34 bed acute public hospital which offers to the community inpatient services including; obstetrics, acute medical, palliative care, surgical procedures, day surgery and post-operative recovery. There is a 24-hour Emergency Department and access to medical attention after hours via an on call General Practitioner system. A wide variety of consulting specialists use this facility in a private capacity. The Hospital is staffed by a contingent of 67.94 FTE (161 Head Count) as at April 2010.

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.

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: