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SA Health Job Pack

Job Title	CCS Relieving Administrative Officer (Casual Pool)
Job Number	660255
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	\$25.97/\$28.11 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	Albina Laudato
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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:	Relieving Administrative Officer		
Classification Code:	ASO2	Position Number	M43045
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Royal Adelaide Hospital / The Queen Elizabeth Hospital		
Division:	Critical Care Services		
Department/Section / Unit/ Ward:	Critical Care Services		
Role reports to:	Business Officer		
Role Created/ Reviewed Date:	18/09/2014		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Relieving Administrative Officer contributes to the efficiency of the Critical Care Services, Central Adelaide. This includes providing administrative support functions to the Royal Adelaide Hospital and/or The Queen Elizabeth Hospital by undertaking secretarial, reception and/or Ward Clerk duties such as word processing, data entry, records management and general clerical support functions to both administrative and multi-disciplinary teams.</p>
Direct Reports:
<p>The Relieving Administrative Officer is accountable to the Business Officer.</p>
Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none">• Works directly and on a daily basis with the Business Officer and Critical Care Services Administrative Staff.• Works within a multidisciplinary team, including nursing, allied health staff, other clinical support specialities and administrative staff.• Works in cohesion with the Critical Care Services Business Support Team. <p><u>External</u></p>

- Liaison with the Department of Health and Wellbeing, Central Adelaide Local Health Network, Government Agencies, private sector organisations, and internal/external clients of the health service on behalf of Critical Care Services.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working autonomously exercising judgement and initiative.

Delegations:

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 is highly desirable.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of an administrative/ward clerk and/or receptionist support by:</p>	<ul style="list-style-type: none"> • Undertaking telephone and general reception duties. • Screening and redirecting all telephone calls. • Handling confidential correspondence, including redirecting or distributing mail. • Typing (including audio transcribing) of correspondence, patient summaries, minutes and agendas. • Preparing and maintaining patient records. • Recording patient movements, transfers and discharges. • Liaising with administrative/clinical and clinical support staff seeking to admit patients to the ward or coordinating and communicating planned admissions. • Data entry as relevant to the area allocated. • Arrange follow up appointments. • General filing and document management • Ordering and maintaining appropriate stock levels of medical and stationery supplies. • Liaising with various Central Adelaide staff, Departments and services. • Providing excellent customer service to internal and external parties, as well as patients and their families. • Act as key contact for all administrative and support services for Departments, Units and Services.
<p>Ensure that continuous quality improvement programs and activities are in place by:</p>	<ul style="list-style-type: none"> • Assisting with developing and establishing of key performance indicators for all critical area of responsibility in accordance with the quality evaluation program. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- N/A

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to communicate effectively with staff, patients and general public.
- Demonstrated ability to handle sensitive and/or confidential information with discretion.
- Proven ability to work with minimal supervision, prioritise workloads and meet deadlines.
- Ability to work as an effective and contributing team member.
- Ability to work collaboratively and gain the trust and respect of staff in a team situation.
- High level of customer service skills
- Proven ability to perform administrative and support services to management and senior leaders
- Ability and willingness to learn and adapt to change

Experience

- Experience working within a multidisciplinary team.
- Experience in the use of Microsoft Office products, specifically Outlook, Word Excel and Access.
- Experience using databases, word processing, data entry and spreadsheets.
- Experience working in a hospital or patient focused organisation.
- Experience undertaking complex and diverse clerical and administrative functions.
- Experience providing a high level of effective customer service.

Knowledge

- A sound knowledge of policies relating to Work Health and Safety, EEO and Personnel Management Standards as they relate to the scope of the position.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Efficiency in audio typing.

Experience

- Working in a hospital or patient focused organisation

Knowledge

- Working knowledge of hospital patient information systems

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 and the Minister for Mental Health and Substance Abuse.

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, 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.

Central Adelaide Local Health Network:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

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 Ancilliary, Critical Care Services is one of the largest Directorates within the Central Adelaide Local Health Network. Critical Care Services operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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: