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## SA Health Job Pack

Job Title	Business Support Officer (Casual Pool)
Job Number	621058
Applications Closing Date	20 October 2017
Region / Division	Country Health SA Local Health Network
Health Service	Riverland Community Health
Location	Murray Bridge
Classification	ASO2
Job Status	Casual Appointment
Salary	\$25.97 - \$28.11 per hour + 25% casual 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Tracey Cregan
Phone number	8535 6802
Email address	tracey.cregan@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

<b>Role Title:</b>	Business Support Officer (Casual)
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	Country Health SA Local Health Network
<b>Hospital/ Service/ Cluster</b>	Riverland Mallee Coorong Region
<b>Division:</b>	Community Health Services
<b>Department/Section / Unit/ Ward:</b>	Business Support Team
<b>Role reports to:</b>	Business Support Team Leader
<b>Role Created/ Reviewed Date:</b>	Created: September 2015 Reviewed: August 2016. March 2017.
<b>Criminal History Clearance Requirements:</b>	<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:

- > Responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff and visitors for the Riverland Mallee Coorong Health Services at Murray Mallee Community Health Service.

### Key Relationships/ Interactions:

#### Internal

- > Works as a member of the Business Support Team taking part in regular team meetings, requiring establishment of working relationships with other administrative colleagues
- > Assists staff to complete administrative tasks
- > Taking and relaying clear and accurate messages
- > Performs the role of minute secretary to committees / working parties as requested

#### External

- > Attend to client enquiries on the telephone or in person and provides relevant advice and assistance and /or referring the enquiry to the most appropriate person for attention
- > Attend to visitors in the reception area in a professional manner and ensuring they are directed appropriately
- > Welcoming and directing clients and visitors promptly and pleasantly

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Position requires excellent general knowledge of all service provision at Riverland Mallee Coorong Community Health Services
- > The ability to adapt to change within the Community Health System

**Delegations:**

- > Nil delegations

**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.

**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:**

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN 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 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.
- > A current drivers licence and a willingness to drive is essential.
- > The incumbent will uphold the values of the SA Health and Country Health SA as reflected in their respective Strategic Plans.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
High quality customer service	<ul style="list-style-type: none"> <li>&gt; Encourages a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> <li>&gt; Provide accurate and relevant information and assistance to all enquiries including but not limited to telephone, visitor and client enquiries and/or referring the enquiry to the most appropriate person for attention.</li> <li>&gt; Ensure all visitors are welcomed and directed promptly and pleasantly.</li> <li>&gt; Controlling a timely and accurate collection, receipt, acknowledgement, distribution and dispatch of correspondence in the work area.</li> <li>&gt; Responsible and accountable for adequately managing the official records created and received according to relevant legislation, policies and procedures.</li> <li>&gt; Managing the creation, storage and disposal of information storage and retrieval systems to ensure that an accurate record of documentation is kept.</li> </ul>
Professional, administrative service efficient support	<ul style="list-style-type: none"> <li>&gt; Competency in computer-based skills relevant to the role, or commitment to obtaining same with Line Supervisor support</li> <li>&gt; Undertaking accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with Departmental practices and procedures.</li> <li>&gt; Responding to queries and urgent issues when directed.</li> <li>&gt; Undertaking desktop publishing as required; particularly urgent or confidential items as directed.</li> <li>&gt; Assisting with the sorting, processing and distribution of electronic and hard copy correspondence as directed.</li> <li>&gt; Providing assistance to other senior member's division/directorate when requested.</li> <li>&gt; Monitoring and requisitioning stationary and minor office equipment / supplies.</li> <li>&gt; Maintaining car bookings and ensuring scheduled maintenance bookings for all cars is completed</li> <li>&gt; Maintaining medical and corporate record files in accordance to policies, procedures and guidelines.</li> </ul>
Development and implementation of best practice in the delivery of administrative service	<ul style="list-style-type: none"> <li>&gt; Participate in a range of continuous quality improvement activities.</li> <li>&gt; Participate in relevant staff development activities.</li> <li>&gt; Assisting in the development, maintenance and reviewing of systems and processes.</li> <li>&gt; Complying with relevant data collection processes and reporting requirements.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > N/A

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

- > Proven ability to communicate effectively both verbally and in writing with a wide range of clients, members of the community, health service staff and staff from other agencies.
- > Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
- > Proven excellent customer service skills.
- > Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
- > A high level of competency in the use of computers, word processing and office administration processes and procedures including medical records.
- > Sound word processing and data entry skills.
- > Ability to comply with the health service policy on confidentiality.

#### **Experience**

- > Experience in providing administrative and clerical support services.
- > Developing spreadsheets using the Microsoft Excel application

#### **Knowledge**

- > 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**

- > Certificate III in Business Administration
- > Certificate III in Recordkeeping

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

- > Proven organisational skills and an ability to cope with high volumes of work / enquiries and meet deadlines.
- > Ability to use time and task management skills to optimise the organisation and efficiency of the Administration Department.
- > A proven knowledge of administration processes and functions

#### **Experience**

- > Administration experience in a Health Service environment
- > Experience with the Client Management Engine program (CME)

#### **Knowledge**

- > Knowledge of customer service principles.



## 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:

Supporting rural and remote South Australians to be healthy, the Country Health SA Local Health Network (CHSALHN) is committed to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their carers and families. The CHSALHN is committed to enhancing the satisfaction and promoting the talent of its workforce. The CHSALHN is part of SA Health and oversees the rural public health system in South Australia.

We are transforming the care and delivering health benefits so that rural and remote South Australians lead healthier lives. We provide acute health services to over 94,000 people and a further 175,000 people annually at country emergency departments. Our network incorporates 65 hospitals and 240 health services sites, and employs 7,925 people. We are accredited with the Australian Council on Healthcare Standards for four years until 2015.

The CHSALHN works with the CHSALHN Health Advisory Council and the 39 country Health Advisory Councils to provide industry leadership and administer the rural public health system in South Australia. Health Advisory Councils are consultative bodies that advise the Minister for Health and Ageing to provide a more coordinated, strategic and integrated health care system to meet the health care needs of South Australians.

## 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:**