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## SA Health Job Pack

Job Title	Administration Officer - Casual Pool
Job Number	627268
Applications Closing Date	18/8/17
Region / Division	Central Adelaide Local Health Network
Health Service	Primary Health Services
Location	various
Classification	ASO-2
Job Status	Casual
Salary	\$25.63/\$27.74 per hour + 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Scott Kerdel
Phone number	8342 8600
Email address	Scott.kerdel@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>	Administration Services Officer		
<b>Classification Code:</b>	ASO2	<b>Position Number:</b>	PHOPO3
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (CALHN)		
<b>Site/Directorate</b>	Primary Health Care		
<b>Division:</b>			
<b>Department/Section / Unit/ Ward:</b>	Operations		
<b>Role reports to:</b>	Patient Administration Manager PHC & SAPHS ASO4		
<b>Role Created/ Reviewed Date:</b>	1 June 2016		

## ROLE CONTEXT

## Primary Objective (s) of role

Primary Health Care provides services directly, particularly to vulnerable population groups, as well as working in partnership with other providers and organisations, particularly general practice and other relevant community services.

As a member of the multi-disciplinary team, the Administrative Services Officer is responsible to the Patient Administration Services Manager PHC & SAPHS for providing a confidential, high quality and accessible reception and information service, and an efficient administrative support service for multi-disciplinary staff of Primary Health Care services.

## Direct Reports:

- Nil

## Key Relationships/ Interactions:

Internal

- > Works in a multi-disciplinary team setting and has a close collaborative working relationship with clinical staff and other patient information staff, volunteers and other departmental staff within Primary Health Care
- > Liaises with internal and external referring agencies

External

- > Interaction with clients, visitors, general public, other service providers across PHC and CALHN

## Challenges associated with Role:

Major challenges currently associated with the role include:

- > Engagement with a diverse range of key stakeholder and the ability to address any conflicting stakeholder priorities and changing health sector environment
- > Using initiative and judgement when dealing with a broad range of clients and administrative tasks

**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 too:

- > 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:**

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to 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 driver's licence and a willingness to drive a government vehicle is highly desirable
- > Intrastate and Interstate travel may be required
- > Some out of hours will be required



## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Administrative Support Services</b>	<ul style="list-style-type: none"><li>• Arrange appointments for service delivery staff as required, including updating of waiting lists where applicable.</li><li>• Maintain appointment and information systems</li><li>• Take clear and accurate messages for staff</li><li>• Undertake word processing and desktop publishing as requested</li><li>• Process incoming and outgoing mail and associated records</li><li>• Collate and forward timesheets and associated paperwork to payroll</li><li>• Assist in the maintenance of personnel information as required at the local level</li></ul>
<b>Customer Service</b>	<ul style="list-style-type: none"><li>• Respond to incoming telephone calls and walk-in visitors promptly and appropriately</li><li>• Determine client need and provide appropriate information in a sensitive, courteous and confidential manner</li><li>• Make appropriate referrals both within PHC services and to other outside organisations</li><li>• Arrange interpreters for client appointments as required</li><li>• Complaints are documented and managed as per guidelines</li><li>• Enquires are dealt with effectively and efficiently</li><li>• Information requests and reports are prepared accurately, professionally and within agreed timeframes</li><li>• All patient bookings are facilitated and recorded accurately and recorded accurately and in a timely manner including clinic reschedules and cancellations</li><li>• Clinics are not overbooked</li><li>• Clinic lists are accurate and patient information is available for scheduled clinics</li><li>• Received patient referrals are managed in timely and appropriate management in accordance with policy and procedures</li><li>• All billing performed is compliant with Medicare Regulations</li><li>• Accurate booking of required interpreter services and bookings of patient transport services if required</li><li>• Clinical activity and audit monitoring, reporting and reaching KPI's for set by PHC</li></ul>
<b>Management of client information and record keeping</b>	<ul style="list-style-type: none"><li>• Register new clients, enter and modify data in a timely and correct manner</li><li>• Provide standard reports to sites, and liaise on issues relating to the statistical system</li><li>• Assist in the transfer of information to PHC central office</li><li>• Contribute to an effective and efficient Records Management System</li></ul>
<b>Resource Management</b>	<ul style="list-style-type: none"><li>• Assist with the coordination of room, equipment, car bookings, and maintenance of the asset register.</li><li>• Assist with the approved maintenance of building, equipment and motor vehicles</li><li>• Monitor and requisition stationery and minor office equipment supplies as required</li><li>• Monitor and maintain stocks and storage of information pamphlets and brochures</li></ul>
<b>Financial Services</b>	<ul style="list-style-type: none"><li>• Receive and process invoices for payment</li><li>• Maintain petty cash and postage system's</li><li>• Handle, receipt and manage the safekeeping of any monies received.</li></ul>

<b>Service Development</b>	<ul style="list-style-type: none"> <li>• Assist with the development of service and administrative policies, procedures and guidelines</li> <li>• Assist in the development and evaluation of policies and systems for improved administrative services</li> <li>• Contribute to the orientation and training of staff in reception, clerical and administrative procedures and requirements</li> </ul>
<b>Financial Services</b>	<ul style="list-style-type: none"> <li>• Receive and process invoices for payment</li> <li>• Maintain petty cash and postage systems</li> <li>• Handle, receipt and manage the safekeeping of any monies received</li> </ul>
<b>Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Monitor work quality, provide training and support clerical trainees as required</li> <li>• Participating in a range of continuous quality improvement mechanisms</li> </ul>



## **ESSENTIAL CHARACTERISTICS**

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

- N/A

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

- High level interpersonal communication skills with people from a broad range of backgrounds.
- Ability to provide front line customer service to clients.
- Ability to listen to clients, determine needs and respond accordingly whilst maintaining a high level of confidentiality.
- Ability to provide efficient and accurate clerical and computer skills.
- Ability to work as a member of a multi-disciplinary team.
- Demonstrates initiative and flexibility, creativity, and reliability whilst working with limited supervision.
- Demonstrates a strong commitment to a high quality service and ongoing improvement.
- Demonstrated ability in the provision of high quality information.
- Good time management skills

### **Experience:**

- Experience in working with vulnerable communities.
- Experience in the provision of a reception and administrative service.
- Experience in using computer-based systems, in particular Word Processing.
- Experience in the provision of high level customer service to clients.

### **Knowledge:**

- Understanding of health and welfare services and resources
- Understanding of the health issues of vulnerable population groups

## **DESIRABLE CHARACTERISTICS**

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

- N/A

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

- 

### **Experience:**

- Experience in working within a community services setting

### **Knowledge:**

- Understanding of the principles of primary health care and social justice
- Understanding of contemporary gender specific health issues
- Understanding of social determinants of health in terms of gender, race, ethnicity, socio-economic status, age, sexuality and disability

## 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.

### 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.

### Primary Health Care (PHC):

PHC provides care to vulnerable population groups experiencing complex chronic disease and co morbidities to improve their capacity to manage the condition/s, prevent complications, and improve their health and wellbeing. PHC provides early intervention services that support people to be good self-managers of their health, so as to maintain good health and wellbeing, and to prevent future complications and possible ED admissions.

Primary Health Care services consists of:

- Sefton Park Primary Health Care, Medical/nursing/allied health services with a focus on the vulnerable with complex co-morbidities and supported transition to mainstream primary care services
- Migrant Health Service, early intervention specialist health services for New Arrivals & Asylum Seekers and supported transition to mainstream primary care services
- Street to Home Service – Homelessness, assertive outreach services
- O'Brien Street Practice –Specialised HIV, post exposure Prophylaxis, Hep B&C & sexual

health

- and specific programs such as Supported Residential Facilities Health Access Team funded by DCSI, health assessments to address unmet high and complex health needs so those living in supported residential facilities

## 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.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	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
<b>Professionalism:</b>	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:** Tricia Cash

**Role Title:** Manager PHC & SAPHS Operations

**Signature:**



**Date:** 1 June 2016

### 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:**