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SA Health Job Pack

Job Title	Administration Officer / Clinical Coder
Job Number	636131
Applications Closing Date	26/01/2018
Region / Division	SA Health - Central Adelaide Local Health Network
Health Service	BreastScreen SA
Location	Adelaide
Classification	ASO3
Job Status	Full time, ongoing
Indicative Total Remuneration*	\$56,389 - \$61,036

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	Annette Claridge
Phone number	8274 7105
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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:	Clinical Coder		
Classification Code:	ASO3	Position Number:	M47123
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network		
Hospital/ Service/ Cluster	Cancer Services		
Division:	BreastScreen SA		
Department/Section / Unit/ Ward:	Clinical Services		
Role reports to:	Team Leader, Clinical Coding		
Role Created/ Reviewed Date:	April 2017		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		

ROLE CONTEXT

Primary Objective(s) of Role:

The Clinical Coder is responsible for:

- Auditing data in conjunction with medical staff to ensure accuracy of documentation and coding.
- Efficient management and maintenance of the Triple Audit Quality Assurance System including contributing to the collection and assessment of, and reporting on, associated clinical data
- Fostering and supporting a high quality and nationally recognised data collection service to support BSSA reporting requirements
- Participating in the review and continuous improvement of coding quality and process.

Direct Reports:

- Reports to the Team Leader, Clinical Coding
- Accountable to the Administrative Manager, Screening and Assessment Program

Key Relationships/ Interactions:

Internal

- Provides support to other Clinical Services team members.
- Liaises with all other staff, clients and service providers.
- Works as part of a multi-disciplinary team.

External

- Establishes working relations and interacts with SA Health and other government and non-government stakeholders.

Challenges Associated with Role:

Major challenges currently associated with the role include:

- Meeting deadlines in the Assessment and Results Clinics.
- Working with a diverse group of medical staff.

Solving clinical coding anomalies.

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 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.
- Some out of hours work may be required.
- Some intra and interstate travel may be required.
- Must have a current and valid driver's licence.
- Must be prepared to work at any BreastScreen SA location when required.
- Safety is a core value of the SA public sector, in accordance with the Premier's Safety Commitment statement.
- May be required to take leave during December and January.
- Must be prepared to work per department roster between the hours of 8.00am and 6.00pm.
- Local operations will require that employees need to take most of their recreation leave during December and January.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p><i>Accurate and timely collection and quality assurance of clinical data</i></p>	<ul style="list-style-type: none"> • Attending Assessment clinics and Multidisciplinary Team meetings (MDTs) and Results clinics per departmental roster. • Ensuring timely and accurate collection and quality assurance of clinical data and completion of BSSA clinical coding forms in consultation with clinical staff and in line with BSSA coding practices and National Accreditation Standards (NAS). • Ensuring accurate and timely data entry of all routine recall clients in the BreastScreen client information data base. • Correcting assessment forms following BSSA coding practices. • Providing advice and mentoring BSSA staff in relation to coding and corrections. • Organising workflow for the data entry team. • Creating and maintaining spreadsheets to track clinic data and for reporting. • Interpreting reports using knowledge and experience to ensure accurate code selection. • Attending to urgent clinical requests from Surgeons, Radiologists and Pathologists in relation to BSSA client assessment results.
<p><i>Managing treatment and audit processes</i></p>	<ul style="list-style-type: none"> • Accessing laboratory and radiology results via Oacis, other online databases, or by phone/fax/email to facilitate timely triple audit activities. • Liaising with Senior Medical Practitioners regarding collection, audit and analysis of treatment data, assess BSSA quality assurance requirements, determine client breast cancer treatment pathways and regularly report on status of treatment data. • Exercising judgement investigating any irregularities in data and reporting findings to the Senior Medical Practitioners and Planning and Evaluation Research. • Maintaining and monitoring the integrity and accuracy of the client treatment data. • Contributing to the development of appropriate quality assurance procedures and ensure implementation. • Ensuring BSSA clients are protected from inadvertent exposure to potential risks by reporting anomalies in data. • Providing support with associated projects, including undertaking minor research and collation of data. • Preparing Radiology Quality Improvement Committee meetings, collecting and reporting on Interval Cancer data in liaison with the Radiology Coordinator. • Collating and reporting on data which must not contravene any relevant State or Commonwealth legislation, including requirements relating to legal privilege for quality assurance committees in particular S64D of the Health Care Act and SLS reporting. • Organising Crown Solicitors Office files at Clinical Directors request.
<p><i>Effective working relationship with clinicians</i></p>	<ul style="list-style-type: none"> • Liaising with clinicians regarding documentation and coding. • Seeking clinical clarification obtained where documentation, clinical practice and/or coding standards may be in conflict. • Participating in coding and clinical education and training sessions. • Preparing information requests and reports accurately, professionally and within agreed timeframes.
<p><i>Participate in the review and continuous improvement of coding quality and process</i></p>	<ul style="list-style-type: none"> • Participating in the review and continuous improvement of coding quality and process. • Liaising with Team Leader regarding queries or problems in determining appropriate codes in order to ensure consistency.

	<ul style="list-style-type: none"> • Providing assistance, using extensive communication skills, to medical and other health care personnel regarding accurate medical record documentation for clear interpretation for translation into codes. • Auditing data in conjunction with medical staff to ensure accuracy of documentation and coding. • Participating in regular audits to determine coding accuracy and standard of clinical documentation. Retrieve medical records from file as required. Accept responsibility for follow-up and correction of personal coding errors. • Undertaking relevant continuous improvement and quality assurance activities to maintain effective links and relationships with CALHN, Cancer Registry, other health units, external organisations as well as staff across BSSA.
<i>Teamwork</i>	<ul style="list-style-type: none"> • Contributing to building and maintaining supportive relationships and working collaboratively with all staff. • Working together in partnership with other team members to achieve common goals. • Contributing and sharing knowledge with others. • Taking ownership of team issues and goals. • Undertaking general administrative duties, as required, to meet service needs, which includes providing assistance to other areas experiencing staff shortages.
<i>Communication and interpersonal relationships</i>	<ul style="list-style-type: none"> • Displaying respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy. • Actively participating in team meetings and working groups as necessary. • Contributing to building and maintaining an atmosphere that is conducive to productivity and enhances morale.
<i>Customer focus</i>	<ul style="list-style-type: none"> • Demonstrating effective problem solving skills to provide a flexible service that meets the needs of the clients. • Demonstrating empathy and understanding of clients from diverse, cultural, ethnic and social backgrounds. • Satisfying customer inquiries and resolving issues within set BreastScreen SA/SA Health guidelines and timeframes for response, escalating up to Manager as required. • Using the Safety Learning System to log incidents, compliments and complaints.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil.

Personal Abilities/Aptitudes/Skills:

- High level of attention to detail with experience in coding within the health/community/aged care sectors
- Well-developed interpersonal and communication skills (written and verbal) including the ability to foster professional working relationships both internally and externally.
- Proven ability to work effectively and with flexibility, either independently or in a multidisciplinary team, establishing priorities, meeting deadlines and managing resources in a challenging and pressured work environment.
- Proven ability to liaise and negotiate, in a sensitive and effective manner, with a range of internal and external clients and stakeholders and to mediate and resolve conflict and issues.
- Ability to analyse problems and demonstrate autonomy and initiative to develop and implement solutions.

Experience

- High level of experience in audit and administrative practices and developing policies and procedures
- High level of experience in the use of a variety of computer software packages including the use of databases.
- Experience in mentoring other coders and administrative support staff.

Knowledge

- A detailed knowledge of medical terminology and health service work practices and procedures including client confidentiality.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Nil

Skills/Experience/Knowledge:

- Experience and knowledge of quality assurance and quality improvement and accreditation requirements.
- Experience with the Oacis system.
- Experience in research, analysing and summarising data and problems and planning outcomes.

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:

BreastScreen SA (BSSA) is within the Central Adelaide Local Health Network (CALHN) and is the South Australian component of the national breast cancer screening program, BreastScreen Australia. BSSA aims to reduce mortality and morbidity attributed to breast cancer, in women primarily aged 50 to 74.

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: