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SA Health Job Pack

Job Title	Administrative Services Officer
Job Number	669199
Applications Closing Date	28/9/2018
Region / Division	SA Health - Central Adelaide Local Health Network
Health Service	South Australian Medical Imaging
Location	WOODVILLE SOUTH
Classification	ASO2
Job Status	Part-time ongoing position, working 23.75 hours per week.
Indicative Total Remuneration*	\$58,054 - \$62,701 (Pro-rata)

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	Steven Unger
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Email address	steven.unger@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



The Queen Elizabeth Hospital

Job and Person Specification

Directorate: **SAMI – The Queen Elizabeth Hospital**

Division: Medical Imaging/Radiology

Department: Nuclear Medicine

Title of Position: Administrative Services Officer

Position Number: **NW0095**

Classification: ASO2

Type of Appointment: ☐ Permanent ☐ Temporary ☐ Casual

Period of Appointment: From / / To / /

Job and Person Specification Approval

All excluding senior positions

...../...../...../...../.....
GM or delegate	Date	Occupant	Date

JOB SPECIFICATION

- 1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is achieved).**
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The incumbent is responsible for the performance of a range of administrative tasks necessary for the maintenance of an effective Nuclear Medicine service. This is achieved by ensuring the provision of an efficient and effective patient reception and administrative service to the Nuclear Medicine Department in accordance with administrative policies and procedures.

2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible and other significant connections and working relationships within the organisation.)

- Accountable to the Director of Nuclear Medicine
 - Responsible to the Nuclear Medicine Lead Clerical Officer.
 - Liaises closely with medical, technological, nursing and other staff in meeting the requirements of the job.
 - May co-ordinate and assist other Administration Services Officers in the Directorate of Medical Imaging.
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3. Special Conditions (such as location, travel requirements, frequent overtime etc.)

- Although initially based at The Queen Elizabeth Hospital, the incumbent may be required to work in any site of the Central Northern Adelaide Health Service.
 - You may be required to undergo a criminal history check.
 - Must be prepared to attend relevant meetings and staff development / education activities as required.
 - A formal performance appraisal will be conducted annually.
 - Some out of hours work may be required.
 - A flexible approach to working hours in accordance with service delivery requirements is required i.e. will be rostered to work between the hours of 8.30am and 5.00pm weekdays.
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4. Statement of key Responsibilities/Duties.

Ensure the provision of an effective patient reception and administrative service to the Nuclear Medicine Department in accordance with administrative policies and procedures by:

- Providing a friendly, efficient and prompt first point of contact, by phone and over the counter, through the provision of an efficient admission/receptionist role in a courteous and confidential manner.
- Attending to telephone calls and visitor enquiries and where appropriate, referring them to professional staff and other relevant departments.
- Prioritising of work based on client referral source and the degree of indicated urgency.
- Informing the Head of Unit of problems affecting service provision as issues arise.
- Obtaining and recording accurate client information on the hospital based computer systems.
- Typing general correspondence for the Senior Director, Staff Specialist, Chief Hospital Scientist and Chief Technologist.
- Operating the departmental switchboard.
- Ensuring all examinations are booked appropriately via the Nuclear Medicine Management System.
- Providing appropriate patient preparations.
- Transcribing Nuclear Medicine reports from a dictation system.
- Checking quality of reports and correspondence before distribution.
- Ensuring casenotes are available in line with appointments.

- Booking patient transport and interpreters when required.
- Maintaining the private patient register for accounting and Medicare purposes.
- Undertaking collating duties i.e. updating of the data base, producing and sending hard copies, reports and images to hospital departments and external health professionals.
- Expanding the usage of the Computerised Information Systems (eg Kestral, HOMER and CDN).
- Filing and retrieving patient records including; scans, reports and general correspondence, as per health unit guidelines, including culling.
- Taking minutes of staff meetings.
- Assisting with administrative training of new staff.
- Assisting with the training of new staff.

Ensure that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets by:

- Assisting with developing and establishing of key performance indicators for all critical activities relevant to 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.

Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements such as:

- Delegations of Authority.
- Disability Discrimination Act.
- Privacy Act 1988.
- Freedom of Information Act.
- SA Information Privacy Principles.
- Code of Conduct for Public Sector Employees.
- Code of Fair Information Practice.
- Occupational Health Safety and Welfare Act.
- Workers Rehabilitation and Compensation Act.
- Equal Opportunity Act.
- South Australian Health Care Act.

Ensure a safe working environment at all times by:

- Maintaining effective work practices.
- Adopting procedures and practices which comply with the OHS&W Act.
- Making proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position).
- Taking reasonable care to protect the health and safety of self and others.
- Attending mandatory safety training programs.

Contribute to the well being of people in South Australia through participation 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 disaster.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS (those characteristics considered absolutely necessary)

1. Education/Vocational Qualifications, etc.

2. Personal Abilities/Aptitudes/Skills

- Demonstrated ability to communicate sensitively and effectively with all patients, both face to face and over the phone.
 - Ability to work both autonomously and within a team environment.
 - Effective verbal and written communications skills suitable for liaison with public and staff within a multi-disciplinary workplace.
 - Demonstrated ability to deal with sensitive material and confidential matters.
 - Ability to type at 50 wpm.
 - A demonstrated high standard of keyboard skills.
 - Ability solve problems with limited assistance, using initiative and judgment.
 - Ability to work with minimal supervision.
 - Ability to perform under pressure.
 - Ability to cope with a high volume of work, prioritise workloads and meet stringent timeframes.
 - Ability to accurately data enter into databases/information systems and type correspondence.
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3. Experience (including community experience).

- Experience in office environment.
 - Experience working in an area of public contact.
 - Demonstrated experience in the use Microsoft software applications eg Word, Excel and Outlook.
 - Previous experience using a computerised administrative and booking system.
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4. Knowledge

- Knowledge of Occupational Health, Safety and Welfare policies and procedures and their application in the workplace.
 - Knowledge of anatomical and medical terminology.
 - Sound knowledge of administrative practices and procedures.
 - Knowledge of and commitment to customer service principles.
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DESIRABLE REQUIREMENTS (to distinguish between applicants who have met all essential requirements)

1. Education/ Vocational Qualifications (considered to be useful in carrying out the responsibilities of the position)

- Completion of a medical terminology course.
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2. Personal Abilities / Aptitudes / Skills

- Commitment to high personal and professional standards.
 - Ability to co-ordinate a team.
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3. Experience

- Experience as an audio typist, receptionist, or administrative officer in a medial imaging department.
 - Experience in the use patient based computer information systems and PC software programs used within a hospital environment eg HOMER, HASS SAPIC, OACIS, EXELCARE, ATS, PIMS.
 - Experience in establishing and maintaining appropriate medical records.
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4. Knowledge

- Knowledge of hospital policies and procedures.
 - Knowledge of Medical Records filing systems.
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5. Other details

Q:\HR Human Resources\J&PS\Medical Services Directorate (including Imaging)\Imaging\Nuclear Medicine\ASO2 Clerical Officer TQEH (NW0095) April 07.doc
