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SA Health Job Pack

Job Title	Project Support and Administrative Officer
Job Number	688198
Applications Closing Date	29 March 2019
Region / Division	Department for Health and Wellbeing
Health Service	Office for Research
Location	Adelaide CBD
Classification	ASO3
Job Status	Part Time / Term Contract (up to 12 months
Salary	\$62,181-\$66,368 (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	Carmen Crawford
Phone number	8226 7359
Email address	Carmen.Crawford@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

Role Title:	Project Support and Administrative Officer
Classification Code:	ASO-3
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Division:	Public Health and Clinical Systems
Department/Section / Unit/ Ward:	Office for Research
Role reports to:	Manager, Medical Training and Research Operations
Role Created/ Reviewed Date:	February 2019
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:

The Project Support and Administrative Officer is accountable for providing administrative support services and undertaking project work as required for the Office for Research, Department for Health and Wellbeing (DHW), including supporting the DHW Human Research Ethics Committee (HREC). The position will also be required to contribute to the provision of streamlined, efficient and effective administrative services across the Office for Research by participating in the delivery and review of operational and administrative processes, procedures and practices.

Key Relationships/ Interactions:

Internal

- > The position maintains cooperative working relationships with other staff within the Public Health and Clinical Systems division, DHW.

External

- > The position establishes and maintains cooperative working relationships with research ethics and research governance applicants, Members of the HREC, and other stakeholders across the SA public health sector and external parties.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Liaising with multiple stakeholders across differing levels of expertise, background and function.
- > Coordinating multiple projects while maintaining the daily work associated with the Office for Research.

Delegations:

> Nil.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Administrative Support Services	<ul style="list-style-type: none">> Providing administrative support to the staff of the Office for Research.> Scheduling meetings, organising travel arrangements, monitoring electronic correspondence and responding to incoming telephone calls.> Preparation of agenda papers, recording of minutes and undertaking appropriate follow up action.> Maintaining appropriate filing and records management process in line with SA Health policy and procedures.> Drafting and formatting documentation to conform to publication and presentation standards.> Arranging function venues, equipment and resources, coordinating set-up, catering arrangements and providing general administrative support at meetings and workshops.> Ensuring accurate and timely attendance records are maintained.> Ensuring the efficient administrative and records management operations of the Office for Research by participating in the ongoing monitoring, streamlining and evaluation of administrative systems that will result in a stream-lined, consistent and quality administrative service across the Office for Research.> Providing support for the purchase of goods and services required by the Office in accordance with relevant procedures.> Assisting with the maintenance of relevant databases.
Customer Services	<ul style="list-style-type: none">> Monitoring incoming and outgoing correspondence to ensure appropriate dissemination and timely response.> Liaising, coordinating and negotiating with relevant Department of Health officers, Ministerial staff and other relevant public sector personnel on urgent and confidential matters> Receiving, vetting and trafficking enquires made via telephone and in person, including maintaining an effective flow of information by responding with the provision of appropriate information, resources and advice on matters in accordance with policies and procedures.
Project Support and Coordination	<ul style="list-style-type: none">> Supporting project initiatives and activities.> Contributing to the preparation of reports and correspondence, researching information and coordinating and drafting responses to internal and external stakeholders> Liaising with internal/external organisations and individuals to acquire relevant data and information that assists the Office for Research in the completion of core functions.> Reviewing and updating material relating to the Office for Research published on departmental websites.> Participating in cross-divisional activities within the organisation.> Coordinating the preparation of relevant written documents.
Human Resource Services	<ul style="list-style-type: none">> Completing human resource administration paperwork in accordance with Department of Health processes and practices.

	<ul style="list-style-type: none"> > Contributing to the induction and training for new employees. > Providing administrative support for facilitating all aspects of recruitment, selection and appointment of staff to vacancies within the Office for Research.
Continuous Improvement and Work Ethos	<ul style="list-style-type: none"> > Participating in relevant training and development activities. > Participating in relevant decision making processes, especially with regard to the administrative support services, policies and procedures. > Participating in the attainment and maintenance of a work ethos that focuses on the achievement of identified program/service outcomes.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to communicate effectively both verbally and in writing to a diverse range of personnel.
- > Demonstrated ability to manage a high volume of work, maintain work quality and to be flexible and adaptable whilst meeting deadlines.
- > Demonstrated ability to use initiative, identify tasks, and think objectively and logically to develop appropriate solutions to business needs.
- > Ability to use tact, discretion and diplomacy when dealing with a wide variety of stakeholders.
- > Proven ability to work independently, under limited supervision and as a member of a team.
- > Ability to recognise potential conflict/difficult situations and either resolve or refer clients to appropriate staff to resolve.
- > Demonstrated ability to maintain confidentiality and to understand and manage politically sensitive issues.

Experience:

- > High-level computing skills and demonstrated use of Microsoft Office applications for word processing, collection and manipulation of information/data, as well as experience with database management.
- > Demonstrated experience in the provision of a comprehensive and efficient range of administrative support services, including preparation of minutes, briefings and correspondence and coordinating seminars/workshops.
- > Demonstrated experience in preparation and dissemination of meeting papers.
- > Demonstrated experience in the manipulation of computing software and use of Microsoft Office to format and produce high quality documents and presentation materials.
- > Demonstrated experience in developing office and administrative processes and systems to provide client focussed services.

Knowledge:

- > Understanding of administrative procedures and policies and knowledge of office filing and retrieval systems.

DESIRABLE CHARACTERISTICS

Experience:

- > Previous experience in providing administrative support for Committees.

Knowledge:

- > An understanding of health and medical research, including the research sector in South Australia.

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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* 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.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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 for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Information Privacy Principles Instruction.*
- > *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.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and 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.

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.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

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. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

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:

The Office for Research is located within the Public Health and Clinical Systems (PHCS) Division of the Department for Health and Wellbeing. The Office for Research has responsibility for developing health and medical research policy for SA Health, and works closely with the South Australian Local Health Networks, Statewide Services and external parties including other jurisdictions to coordinate and provide support for health and medical research, including clinical research and clinical trials. The Office for Research provides secretariat support for the Department's Human Research Ethics Committee and coordinates research governance reviews for the Department. The Office reports through to the Chief Medical Officer | Chief Public Health Officer.

The PHCS Division is made up of a range of specialist branches making specific contributions to the protection and promotion of public health and the prevention of illness and injury. Together they form an integrated public health response to the complex public health challenges within South Australia.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date: