

Role Title	Administrative Officer Medical Services
Classification Code	Administrative Services Officer Level 2 (ASO2)
Position Number	TBC
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital/Service/Cluster/RSS	Medical Services Directorate
Department/Section/Unit/Ward	Medical Services
Role reports to	Business Manager Medical Services
Role Created Date	August 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role
<p>The Administrative Officer Medical Services is an entry-level position within the Medical Services Team primarily providing administrative support to Medical Services and is responsible for the provision of high quality, confidential administrative services.</p> <p>Reporting to the Business Manager Medical Services, this role involves data entry, clerical duties, and general administrative assistance to ensure the smooth operation of medical services.</p> <p>The Administrative Officer Medical Services works under general direction from the Business Manager Medical Services, receiving guidance and direction in performing assigned tasks and responsibilities with support from the Senior Administrative Officer Medical Services.</p>

Direct Reports
> Nil

Key Relationships/ Interactions
<p><u>Internal</u></p> <ul style="list-style-type: none"> > Close working relationship with the Medical Services Team and BHFLHN Doctors. > Works collaboratively with other Staff within the Region. > May be required to liaise with staff within the Rural Support Service, BHFLHN. <p><u>External</u></p> <ul style="list-style-type: none"> > Liaises with other agencies as necessary. > May be required to work collaboratively with the five Regional Local Health Networks.

Challenges associated with Role
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Prioritising of tasks and time management due to demands of the work environment including the adherence to deadlines. > Using initiative and judgement when dealing with a broad range of staff. > Communicating effectively with staff across a wide geographical area. > Handling confidential and sensitive information with tact and professionalism.

Delegations

> Nil

Resilience

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements

*NB References to legislation, policies and procedures includes any superseding versions

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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 and Young People (Safety) Act 2017 (SA)* '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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > 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 employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Administrative Support	<ul style="list-style-type: none"> > Assist with and undertake general administrative tasks, including data entry, filing, photocopying, and scanning documents. > Provide support in organising and maintaining medical records, databases, and filing systems. > Answer phone calls, respond to inquiries, and directing messages to appropriate personnel within the Medical Services team. > Draft and distribute routine correspondence, emails, and memos under the guidance of senior staff. > Assist in scheduling appointments, meetings, and interviews for medical staff, ensuring accuracy and efficiency. > Coordinate calendars and update schedules as directed by supervisory staff. > Provide support during meetings, including setting up conference rooms, arranging equipment, and preparing meeting materials. > Record meeting minutes and distribute them to relevant stakeholders as instructed. > Assist in preparing and maintaining documentation related to medical services, such as reports and presentations. > Ensure the accuracy and completeness of documentation and records. > Assist in special projects or initiatives within the medical services team, providing administrative support as required. > Participate in project meetings as required and contribute to project-related tasks.
Provide a liaison and information role for relevant reform stakeholders	<ul style="list-style-type: none"> > Maintaining key links with Regional LHNs, Rural Support Service and health units. > Exercising initiative and judgement when handling sensitive and confidential matters. > Attend to all enquiries/requests in a professional, courteous, positive, and timely manner. > Liaise with all staff and clients in an effective and friendly way to promote better customer service.
Contribute to team performance within the Team to achieve optimal outcomes	<ul style="list-style-type: none"> > Encourage and support colleagues in working together to meet deadlines. > Promote a team approach to work and problem solving. > Support regular review of work practices to foster team relations and enhance work performance. > Foster a team environment, which promotes positivity, learning and development, safety, and welfare of employees, acknowledges differences and encourages creativity and innovation. > Promote open communication, trust, and value between team members. > Maintain and support a culture of high performance, professionalism, and continuous improvement. > Assisting with training and supporting colleagues for development purposes, consistent with predetermined departmental procedures and guidelines.
Contribute to the understanding and application of SA Health policies and procedures	<ul style="list-style-type: none"> > Supporting values that respect historical and contemporary Aboriginal cultures so that Aboriginal people are recognised as having a special connection with the State. > Ensuring the needs of all cultures are met through the provision of appropriate services. > Ensuring compliance with relevant law and South Australian Government and SA Health policies. > Contributing to counter disaster planning and preparedness as required. > Assisting with and supporting any internal or external audit processes; and > Ensuring the promotion and implementation of the General Public Sector Managements Aims, Personnel Management Standards and employee conduct standards – in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements and demonstrating a commitment to the Premier’s Safety Commitment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this area.
- > Ensure confidentiality is considered in every aspect of your role. For example, recognising that the information obtained whilst performing your tasks and/or where you observe members of the public attending the health service that this information must be kept confidential and not shared in the community.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
- > Demonstrated ability to perform tasks with minimal supervision.
- > Strong organisational skills with attention to detail.
- > Demonstrated ability to prioritise workloads.
- > The ability to quickly learn new tasks and adjust to new situations in a dynamic work environment.
- > Being adaptable and flexible in response to changing circumstances and priorities.

Experience

- > Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Experience working as part of a team.
- > Experience in exercising own judgment and initiative in the day-to-day execution of a position.

Knowledge

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- > Knowledge of administrative practices and procedures.
- > Basic knowledge of customer service principles and practices.
- > Understanding how to address inquiries, provide assistance, and resolve issues in a professional manner.
- > Knowledge of professional communication etiquette and practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Ability to work effectively under pressure and remain calm and courteous.

Experience

- > Experience working with Aboriginal consumers and communities to provide culturally appropriate health services.
- > Previous experience working with medical related documentation and information.
- > Experience in an administrative support role is desirable but not essential.

Knowledge

- > Knowledge of the role and functions of Barossa Hills Fleurieu Local Health Network Inc.
- > Knowledge of issues facing people from Regional South Australia when accessing health care.
- > Basic knowledge of medical terminology and concepts.

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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:

Date:

Signature:

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:

Date:

Signature: