**COVID-19**

**ROLE STATEMENT**

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| **Role Title:** | Administration Officer/ Project Officer – Various Opportunities |
| **Classification Code:** | ASO3 |
| **LHN/DHW:** | Department for Health and Wellbeing |
| **Division:** | Various |
| **Department/Section/Unit:** | Various |
| **Role reports to:** | Business Manager |
| **Role Created/ Reviewed Date:** | September 2021 |
| **Criminal and Relevant History Screening:** | Aged (NPC)  Working With Children’s Check (WWCC) (DHS)  Vulnerable (NPC)  General Probity (NPC) |
| **Immunisation Risk Category Requirements:** | Category A (direct contact with blood or body substances)  Category B (indirect contact with blood or body substances)  Category C (minimal patient contact) |
| **Direct Reports** | Nil |
| **Delegations** | Nil |

**ROLE PURPOSE:**

The role will report to the Business Manager and will be required undertake work which either requires responsibility for a range of function or requires interpretation and detailed knowledge of standard procedures.

The role will be accountable for the following tasks but not limited to:

* Assisting the allocated business unit in day to day administrative responsibilities such as word processing, data entry, records management and general clerical support functions as well as providing training to new staff
* May be required to move between teams within Department for Health and Wellbeing (DHW);
* Will support a multidisciplinary function team with administrative support;
* May contribute to financial performance, monitoring and reviews, and may undertake special project work in the specific assigned areas of responsibility with COVID-19 outcomes.

**KEY RELATIONSHIPS/INTERACTIONS:**

Internal

* Reports Business Manager;
* Works collaboratively with Divisional Administration Officers, Business and Service Support, and external providers as required;
* Fosters close working relationships with key departmental stakeholders, including Department for Health and Wellbeing (DHW) and Local Health Network (LHNS).

External

* Members of public, Local Health Network staff, SA health employees, local, State and Commonwealth Government agencies, contractor and external stakeholders.

**CHALLENGES ASSOCIATED WITH THE ROLE:**

* Working in a fast-paced environment characterised by complexity, innovation and change.
* Managing sensitive information.
* Working in an emerging and rapidly changing public health response what is highly impactful to human health whilst being mindful of political and economic sensitives.
* When a critical event occurs, the incumbent will be required to assist with tasks with fall outside of the day to day business.

**SPECIAL CONDITIONS:**

* May be required to participate in an after-hours on-call roster/some out-of-hours work.
* Intrastate/interstate travel may be required.
* Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

**KEY RESULT AREAS AND RESPONSIBLITIES**

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| **Key Result Areas** | **Major Responsibilities** |
| Ensure the provision of high quality administrative support | * Assessing incoming correspondence and referring documentation to appropriate individuals for action. * Supporting Functional Lead in the collation of information for SCC-H reports by managing and maintaining the integrity of the State Control Centre Health Common Operating Picture and computerised records management system. * Implementing and maintaining systems for correspondence, data and file management. * Coordinating responses to enquiries, identifying actions required and initiating responses while liaising with other team members as required. * Undertaking minor research and reporting on specific matters, undertaking projects and other duties as required. * Acting as a key contact for all administrative support services within the SCC-H and update and distribute key information when required. * Coordinating and contributing to the effective administration of the health service through the provision of a word processing/data entry service relevant to the SCC-H. * Preparing and maintaining both electronic and paper version records while using various computer programs such as NIDS and Salesforce. * Coordinating and providing administrative support by email management and drafting correspondence on behalf of the SCC-H. * Assisting with data quality assurance activities. * Utilising records management systems under the Objective Use Policy * Maintaining a complex clinical data entry service, with high level accuracy in a timely manner. * Supporting other emergency management staff to prepare SA Health to utilise its resources and facilities to safeguard the people of South Australia. * Providing best practice high quality administration support. * Working in relation to ensure systematic improvement in the health emergency management arrangements throughout the state. * Providing Executive Officer Support for a range of committees as required. * Contributing 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 incident. * Processing of incoming and outgoing correspondence including drafting letters and responses as required. * Records management including filing. * Organising travel arrangements for team members. * Developing and coordinating rosters for emergency response staff as required. * Providing a reception or a first point of contact service. * Providing a confidential secretarial service to the Team Leader. * Applying finance, procurement and human resources administrative Procedures. * Contributing to the promotion and implementation of the Code of Ethics for South Australian Public Sector and relevant Directives, Determinations and Guidelines, and legislative requirements. * Other duties as directed. |
| Provide support to theother team members to support the effective running of the SCC-H | * Undertaking minor projects or components of larger scale projects, including research and drafting of reports. * Contributing to the maintenance of the central emergency management resource library to enable timely access to emergency management plans, resources, information and relevant case studies. * Maintaining contact lists and databases. * Contributing to the development and promulgation of information to stakeholders via the Internet, Intranet and print media. * Monitoring budgets and contractual arrangements/obligations * Drafting and formatting reports, briefings and responses to senior management and the Minister as required. * Participation as requested in an emergency response. * Coordinating the establishment and maintenance of telephone and hotline services as required in relation to emergency incidents. |
| Improving the systems within the unit | * Providing support and training to staff in the use of administration tools and services. * Coordinating and participating in relevant training and development activities. * Contributing to relevant decision making processes with regards to the administrative services, policies and procedures. * Participating in and supports data quality audits and recommendations. |
| Team culture and values | * Modelling a positive work culture which is based on SA Health’s values and promoting customer service, learning and development, safety and welfare of employees, acknowledging differences and encouraging creativity and innovation. * Providing assistance to other administrative team members within other areas of the SCC-H. |

**KEY SELECTION CRITERIA:**

* Listens and responds to customers' needs using clear and concise communication, tact and diplomacy, and maintains a high degree of confidentiality.
* Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.
* Experience in working under general direction in the successful coordination and/or conduct of functions and processes associated with assigned programs, projects, systems, policies and/or services requiring the control of work quality and resources.
* Sound knowledge and relevant skills associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
* Ability to exercise analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
* Proven ability to work under general direction, independently or as part of a team, plan and organise activities, set priorities, use initiative and judgement in the interpretation of policies and procedures and achieve objectives within deadlines.
* Proven ability to communicate clearly and concisely with a wide range of people including the ability to listen to stakeholders, always handle sensitive or difficult issues with tact and diplomacy and maintain a high degree of confidentiality .
* Demonstrated ability to consistently perform high volumes of work with close attention to accuracy and detail.

**INCUMBENT ROLE ACCEPTANCE**

Employees are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements (refer to Induction and Orientation intranet page).

I have read and understood the responsibilities associated with role as outlined within this document.

**Name: Signature:** **Date:**

**Manager Name: ………………… Role Title:**

**Signature: Date:**

**Version control and change history**

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| **Version** | **Date from** | **Date to** | **Amendment** |
| V1 | 01/09/2021 |  | Original version. |