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SA Health Job Pack

Job Title	Administration Officer
Job Number	664281
Applications Closing Date	1 June 2019
Region / Division	Country Health SA Local Health Network
Health Service	Southern Fleurieu Health Service
Location	South Coast District Hospital, Victor Harbor
Classification	ASO2
Job Status	Casual
Salary	\$26.74 - \$28.88 per hour + 25% casual loading

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	Stacey Hewitt
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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:	Administration Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Country Health Local Health Network
Hospital/ Service/ Cluster	Barossa Hills Fleurieu Region
Division:	Southern Fleurieu Health Service
Department/Section / Unit/ Ward:	Administration
Role reports to:	Administration Officer
Role Created/ Reviewed Date:	July 2000 / September 2017
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff and visitors for the Barossa Hills Fleurieu Rural Region. Including provision of a reception service, admission and discharge of patients, preparing and running patient/client information reports, word processing/data entry, medical record administrative services, and providing clerical/administrative support.

Direct Reports:

- > Responsible to the Administration Manager
- > Reporting directly to the Administration Supervisor

Key Relationships/ Interactions:

Internal

- > Liaises closely with Nursing Staff
- > Maintains effective working relationships with all members of the Health Service and staff from other agencies.
- > Works as a member of the team to achieve team outcomes in a cooperative and constructive manner

External

- > Clients of the Health Service
- > Other Government Agencies
- > Other Health Units/Services

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Be familiar with all aspects of administrative duties required to support
- > Prioritising of work and time management due to demands of the work environment
- > Effectively liaising with difficult clients and sensitive issues
- > Handling confidential and sensitive situations with tact and empathy
- > Using initiative and judgement when dealing with a broad range of clients

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 (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > 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.

Cultural Statement:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > Will be required to participate in a 5 day roster.
- > Flexibility in hours to be worked as required.
- > May be required to work across Barossa Hills Fleurieu Rural Region
- > Some intrastate/interstate travel involving overnight absences may be required.
- > A current driver's licence and a willingness to drive is essential.
- > 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 (DCSI)
- > 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 working in Aged Care
- > Prescribed Positions will also require a NPC general probity clearance
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue
- > 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
Contribute to the provision of a high quality customer service for both internal and external clients by:	<ul style="list-style-type: none"> > Ensure a courteous and efficient customer contact service is provided in all interactions with patients, visitors, staff and the general public whether that be via phone or in person.
Ensure a professional, effective administrative support service to the Southern Fleurieu Health Service by:	<ul style="list-style-type: none"> > Ensure an effective admissions service is provided to patients/clients by prompt attention to detail of medical records administration and orientation of patients/clients to their allocated room and to the health facility. > Contribute to the provision of effective communication systems through the management of the paging and public address system, controlling and updating the in-house entertainment and educational video network.
Maintaining accurate electronic & hardcopy records and files by:	<ul style="list-style-type: none"> > Contribute to the administration of patient/client records through effective case note preparation, maintenance and completion. > Contribute to the maintenance of accurate patient/client information data through data entry, running of patient/client reports and verifying accuracy of information. > Contribute to the effective administration of the health service through the provision of a word processing/data entry service.
Contribute to the development and implementation of best practice in the delivery of administrative services by:	<ul style="list-style-type: none"> > Contribute to the effectiveness of the organisation through development and maintenance of a teamwork approach in performing duties of this position and performing other duties at the Administrative Services Officer, Level 2, where appropriate training has been provided. > Contribute to the organisations continuous improvement culture through participation and support of a customer focus and involvement in quality improvement activities.
Employees have a responsibility to work safely, taking reasonable care to protect their own health and safety and that of fellow workers or other persons at the worksite. An employee is held accountable for their responsibilities through the line management structure. Employees will:	<ul style="list-style-type: none"> > Use and care for equipment provided for health and safety purposes. > Obey any reasonable instruction given in relation to OHSW at work, including attendance at mandatory OHSW&IM training. > Follow safe work practices and safe standard operating procedures. > Report all accidents, 'near miss' incidents, unsafe working practices or conditions to supervisors as soon as possible and before the end of the shift. > Assist supervisors with incident/hazard and accident investigations. > Ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger themselves or others. > Contribute to improvements in health and safety by participating in consultative forums and safety surveys to give feedback and suggestions. > Support their health and safety representatives (HSR) and keep them informed of OHSW&IM issues or concerns. > Support injured work colleagues in return to work programs. > Participate in performance reviews.
Maintaining official records in accordance with the Records Management Standards/Barossa Hills Fleurieu Document Control Procedures	<ul style="list-style-type: none"> > Required to comply with the State Records Adequate Records Management Standard and BHFR document control procedure to ensure all official records created and/or received in the course of business are managed in accordance with documentation requirements in a professional and timely manner.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Highly developed and effective interpersonal and communication skills (both verbal and written)
- > Demonstrated ability to perform tasks with minimal supervision
- > Accurate data entry and computer skills
- > Demonstrated ability to maintain confidentiality
- > Demonstrated ability to be positive and adapt to change
- > Demonstrated ability to be customer focussed
- > Demonstrated ability to prioritise workloads
- > Demonstrated ability to diffuse conflict situations
- > Demonstrated ability to manage fluctuating demands of service
- > Demonstrated ability to work with people with a range of diverse value systems, cultural differences and special needs

Experience

- > Experience in performing data entry operations
- > Experience in the preparation of medical casenotes
- > Experience in a reception and medical records department

Knowledge

- > Knowledge of clerical/administrative procedures within a health service environment
- > Knowledge of appropriate customer service practices
- > Knowledge of safe work practices
- > Understanding of the issues affecting Aboriginal people and the impact on health outcomes.
- > Ability to engage with the Aboriginal community and or consumer in a culturally appropriate manner and a willingness to undertake further training in this area.

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications

- > Year 12 and/or Certificate related to business/clerical/health eg Certificate in receptionist training, computer competencies, medical terminology.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to type at a minimum of 60 words per minute

Experience

- > Experience in providing an admission of patients function
- > Experience in training other staff
- > Previous experience in medical record practices

Knowledge

- > Knowledge of medical terminology
- > Knowledge of the quality improvement process and EQuIP program

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:

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.

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:

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: