

ROLE DESCRIPTION

Role Title	Elective Surgery Administration Officer
Classification Code	Administrative Officer Level 3 (ASO3)
Position Number	P36339
Local Health Network	Barossa Hills Fleurieu Local Health Network
Hospital/Service/Cluster/RSS	Operations
Department/Section/Unit/Ward	Elective Surgery
Role reports to	Elective Surgery Coordination Manager
Role Created/Reviewed Date	Reviewed: September 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:

The Elective Surgery Administration Officer is responsible to the Elective Surgery Coordination Manager, for the conduct of research and projects which contribute to efficient and timely procedures associated with booking and admission of patients to hospital. The position will provide confidential administration, management support and project coordination which will assist the BHFLHN Surgical Services in meeting its objectives.

The incumbent will be responsible for undertaking the following functions:

- > Elective surgery processes within BHFLHN, in line with relevant policy & frameworks.
- > Waitlist management including registration, deferrals, cancellations, and regular admitting.
- > Operating Room Management Information System (ORMIS) management, including user support and undertaking scheduling and bookings.
- > Using digital platforms and electronic systems.
- > Required meeting minutes and agendas.
- > Elective surgery projects.

Key Relationships/ Interactions:

Internal

- > Reports to the Elective Surgery Coordination Management, and the Executive Director of Operations.
- > Maintains close collaborative working relationships with ASO2 staff, and supervisors within surgical service sites, within the BHFLHN.
- > Liaising with other directorates within BHFLHN.

External

- > Visiting Surgeons and Medical Specialists.
- > Consumers – patients/parents/carers and families.
- > Other areas within SA Health.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing multiple tasks, working under pressure with competing deadlines.
- > Adapting to changing environments including new ways of working, digital platforms, and electronic systems.
- > Building and maintaining collaborative partnerships with stakeholders.
- > Initiative and judgment when dealing with a broad range of stakeholders.

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:

*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:

- > 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 Services	<ul style="list-style-type: none"> > Providing a friendly, efficient, and prompt first point of contact, by telephone and over the counter, through the provision of an efficient admission/receptionist role in a courteous and confidential manner. > Registering all bookings and admissions and ensuring that all documentation is available and completed. > Updating and adding to the register of all patient waitlists for arranged admissions, including pre-admission bookings and notification. > Checking and updating all details on the PAS system relating to the admission booking process. > Dealing with all enquiries with timely efficiency, empathy, and sensitivity. > Updating relevant database of issues related to infectious diseases, social issues surrounding admission and patient financial affairs. > Running audit listings on a timely basis then assessing the data > Providing specific information regarding pending medical procedure to the patient and reinforcing preadmissions requirements e.g., fasting and ceasing medication. > Assessing data provided by stakeholders and seeking more when necessary. > Contributing to the efficient administration of the Unit by undertaking any duties relevant to the level of the position as required by the Supervisor. > Providing information to patients relating to medical benefits (private vs public), workers compensation, motor vehicle accidents and advises approximate length of stay all in accordance with procedures. > Gathering and preparing data for across region workload sharing admission process. > Transfer processes of elective booking list patients to / from other sites as required.
Assist The Elective Surgery Coordination Manager in Project Management Responsibilities	<ul style="list-style-type: none"> > Providing investigation, research, and administrative support. > Providing support and/or advice to internal and external agency staff at various levels. > Maintaining effective and accountable administrative systems. > Maintaining knowledge of departmental administrative procedures. > Organising meetings and appointments. > Contribute to the achievement of BHFLHN objectives and policies by assisting with major projects involving the investigation and development of new policies, systems, practices, and procedures. > Contribute to the efficient and effective operations of the elective surgery team and surgical services by conducting minor reviews of existing policies, systems, practices, and procedures, and making recommendations for improvement.
Contribute to the Efficient and Effective Coordination and Implementation of Policies and Procedures	<ul style="list-style-type: none"> > Drafting and formatting policies, procedures, reports briefings and other documents in accordance with BHFLHN and SA Health publication and presentation standards. > Challenging existing practices and working with others to develop contemporary approaches. > Assisting in the design of internal audit frameworks and systems. > Identifying the training and resources required to implement policies/procedures across BHFLHN and provide recommendations. Ensuring policies and procedures comply with the relevant legislation and evaluation bodies. > Developing and coordinating the consultation process for the review of new policies and procedures across BHFLHN. > Monitoring and actioning responses to policy reviews and ensuring a timely response.
Contribute to Team Performance to Achieve Optimal Outcomes.	<ul style="list-style-type: none"> > Encouraging and supporting colleagues in working together to meet deadlines. > Promoting a team approach to work and problem solving. > Supporting regular review of work practices to foster team relations and enhance work performance.

<p>Provide a Liaison and Information Role for Relevant Stakeholders</p>	<ul style="list-style-type: none"> > Maintaining key links with Regional LHNs and health units. > Maintaining key links with metropolitan LHNs. > Exercising initiative and judgement when handling sensitive and confidential matters. > Providing appropriate advice in the absence of the Elective Surgery Coordination Manager.
<p>Contribute to the Understanding And Application of SA Health Policies And Procedures</p>	<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

- > Possess a high level of interpersonal, written, and verbal communication skills.
- > Ability to handle high volumes of work, prioritise workloads and meet timelines.
- > Ability to accurately enter data into databases/information systems.
- > Demonstrated ability to work under limited direction.
- > Demonstrated ability in handling sensitive and confidential matters.
- > Ability to work independently and as a member of a multidisciplinary team to achieve agreed objectives.
- > Ability to solve problems with limited assistance, using initiative and judgment.

Experience

- > Experience in the preparation of reports, briefings, and general correspondence.
- > Experience in establishing, maintaining, and reviewing systems, practices, policies, and procedures.
- > Demonstrated experience in the use Microsoft software applications e.g. Word, Excel, and Outlook.
- > Previous experience using a computerised administrative and booking systems.

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.
- > Knowledge of the role and function of Barossa Hills Fleurieu Local Health Network Inc.
- > Knowledge of the functions and role of Government.
- > Knowledge of Waitlist Policy, Procedures, Principles and Department of Health Patient Registration Standards.
- > Knowledge of administrative practices and procedures.
- > Knowledge of Work Health and Safety policies and procedures and their application in the workplace.
- > Knowledge of medical terminology.
- > An understanding of the principles outlined in the Australian Government Closing the Gap Programme.
- > An understanding of the principles of the Aboriginal Health Care Plan (SA Health).

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Ability to identify networks to increase development opportunities.

Experience

- > Experience in the manipulation of computing software/data to produce high quality documents and presentation materials.
- > Experience in the use and operation of ORMIS.
- > Experience in the use of Electronic Medical Records (Sunrise).
- > Experience with Digital Platforms (i.e. Personify Care).
- > Experience in undertaking research activities.

Knowledge

- > Knowledge of the role and functions of BHFLHN.
- > Knowledge of research and evaluation methodologies.
- > Knowledge of issues facing people from country SA when accessing health care.

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.

The Elective Surgery Team manages and facilitates access for patients at six sites performing elective surgery within BHFLHN: Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Kingscote, Angaston and Kapunda.

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: