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## SA Health Job Pack

Job Title	CAMHS Administration Officer Casual Pool
Job Number	667994
Applications Closing Date	28/9/18
Region / Division	SA Health – Women’s and Children’s Health Network
Health Service	Child and Adolescent Mental Health Service (CAMHS)
Location	Various Locations – Country and Metro
Classification	ASO2
Job Status	Casual
Salary	\$26.74 - \$28.88 plus 25% leave 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Julie Spencer
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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

<b>Role Title:</b>	Administrative Officer
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	Women's and Children's Health Network
<b>Hospital/ Service/ Cluster</b>	Women's and Children's Health Network
<b>Division:</b>	Child and Adolescent Mental Health Service (CAMHS)
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	Manager
<b>Role Created/ Reviewed Date:</b>	January 2018
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" 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 Administrative Officer is responsible for the provision of customer focussed reception duties, and for the provision of effective and efficient administrative support for CAMHS.

### Direct Reports:

Nil.

### Key Relationships/ Interactions:

#### Internal

- > The Administrative Officer is functionally and administratively accountable through the Administration Coordinator or site manager
- > The Administrative Assistant is required to develop a close working relationship with all staff members within the community or hospital based team.
- > The Administrative Officer also works closely with the Administrative Coordinator, CAMHS Administrative Manager and other CAMHS Administrative Staff to achieve the key objectives of CAMHS.

#### External

- > Clients/parents/carers and families.
- > Other government or non-government organisations who are relevant to the running of the service or support of the client group.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Using initiative and judgement when dealing with a broad range of clients and administrative tasks.
- > Prioritising of work and time management due to the demands of the work environment.
- > Well-developed interpersonal skills.

**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 Reference 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 too:

- > 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.

**Special Conditions:**

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

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to 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
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>&gt; Perform professional, efficient and courteous customer focussed front reception and telephone duties.</li> <li>&gt; Responsible for the recording of personal, sensitive and confidential information of clients who refer to the service either by phone or face to face contact, ensuring appropriate confirmation of appointment letters are sent.</li> <li>&gt; Maintaining an environment of confidentiality.</li> <li>&gt; Explaining and obtaining consent from clients for data recording.</li> </ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>&gt; Perform word processing and dictaphone duties for all members and medical professionals of the team in relation to reports, letters and documents. Ensure these duties are carried out efficiently and accurately.</li> <li>&gt; Managing relevant client information databases and client records, providing necessary documentation to therapists and medical professionals as required.</li> <li>&gt; Assist with accurate government vehicle registers.</li> <li>&gt; Attend meetings, prepare and distribute agendas, take minutes and attend to any matters requiring follow up when required.</li> <li>&gt; Preparation of a wide range of correspondence and reports.</li> <li>&gt; Organise; the booking of venues (and arranging catering where required); intra/interstate travel arrangements and accommodation; and prepare itineraries (where required)</li> <li>&gt; Assist in the processing of travel, training, study and leave requests.</li> <li>&gt; Assist in HR requests including raising e-Recruitments as directed..</li> <li>&gt; Process and follow up IT requests including; Telehealth/DTN; Laptop/PC; and mobile phone requests.</li> <li>&gt; Manage electronic diaries as required.</li> <li>&gt; Processing incoming/outgoing mail/fax.</li> <li>&gt; Other relevant administrative tasks as directed.</li> </ul>
<b>Finance, accounts and purchasing</b>	<ul style="list-style-type: none"> <li>&gt; Assist in the purchase of equipment, supplies and services.</li> <li>&gt; Assist in the organising of repairs and maintenance to building, office equipment and motor vehicles.</li> <li>&gt; Assist in the maintaining of accurate records of expenditure.</li> <li>&gt; Assist in the preparing and arranging payment of accounts, employee reimbursement of monies and ANZ Purchase Card reconciliations.</li> </ul>
<b>Workplace Culture</b>	<ul style="list-style-type: none"> <li>&gt; Contribute to a team environment which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity, innovation and honesty.</li> <li>&gt; Role models a positive approach and commitment to customer service.</li> <li>&gt; Voices views and concerns in a constructive manner.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > N/A

#### **Personal Abilities/Aptitudes/Skills:**

The incumbent must possess a high level of interpersonal skills, with the ability to:

- > Ability to relate to and assist with a wide range of clients who may be distressed at the time of contact.
- > Communicate, both verbally and in writing, to a wide range of people on a range of sensitive issues.
- > Proven ability to produce high quality and accurate keyboard work and undertake editing, formatting and accurate proof-reading of documents.
- >
- > Ability to manage and prioritise own workload, work under general direction and meet agreed timelines and objectives.
- > Demonstrated ability to work effectively in a multidisciplinary team environment and contribute positively to the workplace culture.
- > A strong commitment to customer service and service improvement and delivery.

#### **Experience**

- > Experience in the provision of administrative support service.
- > Demonstrated experience in dealing with highly confidential and sensitive information and the provision of high quality customer service.
- > Demonstrated ability to utilise a variety of computer software applications including MS Office Suite
- > Experience in maintaining and controlling appropriate records and filing systems.

#### **Knowledge**

- > Knowledge of administration procedures and systems including procurement processes
- > Understanding of the issue of confidentiality and privacy.
- > Understanding of Occupational Health, Safety & Welfare principles and procedures

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Relevant post-secondary qualifications.

### **Experience**

- > Experience in working in a multi-disciplinary healthcare environment or medical reception environment would be an advantage.
- > Experience in using electronic client database systems such as CBIS.
- > Experience in Procurement systems such as One Procurement and Basware and Medicare Billing practices

### **Knowledge**

- > Knowledge of the SA Health system and operations of Women's and Children's Health Network.



## 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:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- > Specialist hospital services
- > Primary health care and population health programs
- > Integrated community care service
- > Services to address the health and wellbeing of particular populations, including Aboriginal Health programs
- > Education and training programs
- > Research

### Division/Branch

Child Adolescent Mental Health Service (CAMHS) is the state-wide child and adolescent mental health service auspiced by the WCHN. CAMHS provides specialist mental health services for infants, children, young people predominantly up to the age of 16 years and their families, and women (and their children up to 3 years), who are experiencing mental health problems or severe emotional and behavioural disturbance.

The aim of CAMHS is to reduce the extent and severity of mental health problems in this client group in our community and inpatient services whilst promoting good mental health and delivering early intervention mental health programs to identified population groups.

Assessment and treatment services are provided by a range of clinicians who are specialised in child and adolescent mental health. These include mental health nurses, mental health nurse practitioners, psychiatrists, psychologists, social workers, occupational therapists, speech therapists, paediatricians, and psychotherapists.

## 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.

### Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

### 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.

### Code of Ethics

## 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:**

# Women's and Children's Health Network Strategic Plan 2011–2017



## Vision

Better health for children, young people and women.

## Purpose

To provide quality health services for children, young people and women.

## Values

These values will be demonstrated through everything we do:

- > Respect for our clients, patients, colleagues and communities
- > Act with integrity, honesty and accountability
- > Improve our services and care through innovation, learning, experience and research.

## Strategic Goals

Goal 1: Provide quality health care to our patients, clients, and communities.

Goal 2: Provide effective systems and processes to support delivery of our health services.

Goal 3: Prioritise and allocate resources and infrastructure to best meet health needs.

Goal 4: Build and support our people, culture and capability.

## Patients, Clients, Communities

Goal 1: Provide quality health care to our patients, clients, and communities.

To achieve our vision, the key outcomes we must deliver are:

- > Contribute to the population's health and wellbeing
- > Improve opportunities to prevent illness and promote health
- > Reduce the gap between Aboriginal and non-Aboriginal health and wellbeing
- > Provide specialist services
- > Improve equity of access to health services

## Systems and Processes

Goal 2: Provide effective systems and processes to support delivery of our health services.

To deliver the required community outcomes, we need to achieve:

- > Person-centred care and continuous service review
- > Safe and evidenced based healthcare
- > Illness prevention and health promotion across all service areas
- > Organisational risk management
- > Quality and integrated health care
- > Leadership in specialist services for the state
- > Community engagement
- > Strong partnerships

## Resources and Infrastructure

Goal 3: Manage resources and infrastructure to best meet health needs.

To deliver the required community outcomes, we need to:

- > Prioritise and allocate resources and infrastructure
- > Efficiently utilise current resources
- > Effectively manage resources and assets for maximum benefit
- > Plan for future needs based on evidence and best practice

## Our People, Culture and Capability (*Employees, Volunteers and Contracted*)

Goal 4: Build and support our people, culture and capability.

To achieve the desired outcomes and sustain our ability to change and improve, we need to:

- > Always demonstrate our shared organisational values and culture of service
- > Attract and retain the required high quality staff
- > Develop competence, capability, individual accountability and performance
- > Ensure a safe working environment
- > Demonstrate innovative healthcare
- > Foster teamwork