



ROLE DESCRIPTION

Role Title:	Administrative Officer, Pelvic Mesh Clinic		
Classification Code:	ASO3	Position Number	P38883
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Royal Adelaide Hospital		
Division:	Surgery 2		
Department/Section / Unit/ Ward:	Gynaecology Unit		
Role reports to:	Head of Unit, Gynaecology Unit		
Role Created/ Reviewed Date:	Review April 2021		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Administrative Officer is responsible for the provision of administrative services at the Pelvic Mesh Clinic (PMC) whilst ensuring patients are attended to efficiently and with sensitivity, privacy and tact. The role will be working collaboratively with the Nurse Consultant PMC to provide an effective and professional customer service, attend to enquiries and complaints, booking patients and escalate complex issues to the Nurse Consultant, PMC or Head of Unit, Gynaecology.</p> <p>Using hospital IT systems for the provision of timely and accurate data processing within agreed service standards whilst maintaining confidentiality and assisting with quality assurance monitoring and reporting. This entails using a teamwork approach, coordinating day to day workloads within the clinic, ensuring that all work is completed in a timely and accurate manner, handling more complex work tasks and problems, meeting coordination, travel arrangements, liaising with other hospital departments and staff to identify requirements and priorities.</p>

Direct Reports:
<ul style="list-style-type: none">• The role is responsible to the Nurse Consultant PMC on a day to day basis• The role is accountable to the Head of Unit, Gynaecology Unit and administratively to the Business Officer, Surgery Program.• Work closely with medical, nursing and support staff within the hospital that results in facilitating the efficient and effective management of the Pelvic Mesh Clinic.

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Work closely with multidisciplinary team members from the hospital to ensure efficient and effective management of the Pelvic Mesh clinic • Staff and management across SA Health <p><u>External</u></p> <ul style="list-style-type: none"> • Liaise with patients, patient relatives, medical professional and members of the public • Liaise with other hospitals and/ or clinics to ensure medical records are obtained and collated in a timely fashion • Liaise with other organisations to ensure the clinic functions are carried out as required
Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> • Dealing with sensitive and confidential content • Dealing with public and various health departments • Coordinating meetings involving staff and consumers • Anticipating and managing expectations
Delegations:
<p>Delegated Level: Nil</p> <p>Staff supervised: Nil</p>
Special Conditions:
<ul style="list-style-type: none"> • It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided the a satisfactory current Criminal and Relevant History Screening, as required by the <i>SA Health Criminal and Relevant History Screening Policy Directive</i>. • <i>For appointment in a Prescribed Position</i> under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required. • For 'Prescribed Positions' under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997</i> (Cth). • 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> 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.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* 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 patients, 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.

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 both CALHN and the broader SA Health values and strategic directions.

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 Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

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

Integrity Statement:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the running of the specialty clinic within the program by:	<ul style="list-style-type: none"> • Providing customer service to the Pelvic Mesh Clinic (PMC) whilst ensuring patients are attended to efficiently and with sensitivity, privacy and confidentiality • Multiskilling throughout the reception, data entry and quality assurance areas, specialising in all roles and tasks • Providing support on administrative practices and processes to personnel within the work environment • Using electronic client information systems EMR/Sunrise to maintain accurate client records, including appointments, attendance and socio-geographic information, within established processes in an efficient and effective manner • Taking responsibility for actively participating in calling out patients to ensure all available appointments are utilised. • Maintaining suitable quality standards, participating in audits and other QA activities, and ensuring processes for quality control are always adhered to • Coordinating monthly multidisciplinary team (MDT) meetings and quarterly management meetings • Coordinating interstate travel and accommodation for staff and patients • Participating in the review and maintenance of communication, data entry and quality assurance processes and work instructions • Assisting with the continuous improvement of the efficiency of the office by continually reviewing, developing and, where appropriate, implementing new systems and procedures by identifying, analysing and researching risks
Patient centred	<ul style="list-style-type: none"> • Demonstrating effective problem-solving skills to provide a flexible service that meets the needs of the patients • Demonstrating empathy and understanding of patients from diverse, cultural, ethnic and social backgrounds • Satisfying patient inquiries and resolving issues within set CALHN/SA Health guidelines and timeframes for response, escalating up to Nurse Consultant as required • Using the Safety Learning System to log incidents, compliments and complaints
Team work	<ul style="list-style-type: none"> • Contributing to building and maintaining supportive relationships and working collaboratively with all staff • Working together in partnership with other team members to achieve common goals • Contributing and sharing knowledge with others • Taking ownership of team issues and goals • Undertaking general administrative duties as required to meet service needs, which includes assisting other areas experiencing staff shortages • Demonstrate a commitment to consistently perform in accordance with CALHN workplace values, policies and procedures

<p>Communication and Interpersonal Relationships</p>	<ul style="list-style-type: none"> • Displaying respectful behaviour to patients, colleagues and stakeholders in accordance with the Respectful Behaviour Policy • Actively participating in team meeting and working groups, including coordination of meetings as necessary • Contributing to building and maintaining an atmosphere that is conducive to productivity and enhances morale
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ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to communicate effectively both verbally and in writing with broad range of patients and stakeholders
- Ability to perform the role with limited direction, either autonomously or under limited direction
- Proven ability to use initiative and judgment, manage workloads and priorities, and perform under pressure in a challenging environment.
- Proven ability to use models, processes and work instruction to proactively plan and prioritise work activities to meet conflicting deadlines.
- Highly developed oral and written communication skills to interact effectively with a variety of professional and non-professional staff, external agencies and general public
- Using some initiative and judgement to resolve issues based on established procedures
- Proven ability to work effectively as a member of a multi-disciplinary team

Experience

- Proven experience in the provision of administrative support services
- Proven computer skills, include accurate typing proficiency, using a variety of computer applications
- Experience in working with Microsoft Office suite of software packages
- Experience in data entry and data analysis using Excel
- Previous experience in a hospital setting, including client appointment bookings across multiple clinics
- Experience in coordinating meetings and minute taking

Knowledge

- Sound knowledge of administrative practices and procedures
- Knowledge of medical record practices and procedures
- Knowledge of patient confidentiality procedures
- Knowledge of Work, Health and Safety policies and procedures and their application in the workplace

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion or willingness to undertake relevant studies in administration

Personal Abilities/Aptitudes/Skills:

- Ability to liaise effectively with health professionals and multidisciplinary teams
- Well developed counselling and conflict resolution skills

Experience

- Experience in electronic medical records (EMR)
- Experience in development of office procedures and clinical staff support

Knowledge

- Sound knowledge of medical terminology
- Knowledge of the health unit structures, systems, policies and procedures, including inter-relationship of various hospital programs and departments

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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 Strategic 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.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high-quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

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 CALHN as described within this document.

Name:	Signature:	Date:
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