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## SA Health Job Pack – Casual Pool

Job Title	Casual Administration Officer
Job Number	667390
Applications Closing Date	27 July 2019
Region / Division	Country Health SA Local Health Network
Health Service	Flinders and Upper North Region
Location	Hawker
Classification	ASO2
Job Status	Casual
Remuneration is indicative only*	\$52,315 - \$56,503 + 25% casual loading (pro rata)

## 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 - **DHS**
- ☐ 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	Ashley Parkinson
Title	EO/Director of Nursing
Phone number	86484007
Email address	<a href="mailto:Ashley.Parkinson@sa.gov.au">Ashley.Parkinson@sa.gov.au</a>

# 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. Aboriginal and Torres Strait Islander applicants are encouraged to apply.

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.

The South Australian public sector promotes diversity and flexible ways of working including part-time. Applicants are encouraged to discuss the flexible working arrangements for this role.

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>	Administration Officer - Casual
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	CHSALHN
<b>Hospital/ Service/ Cluster</b>	Flinders and Upper North
<b>Division:</b>	Hawker
<b>Department/Section / Unit/ Ward:</b>	
<b>Role reports to:</b>	EO/DON
<b>Role Created/ Reviewed Date:</b>	September 2017
<b>Criminal History Clearance Requirements:</b>	<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 Administrative Officer (Casual) is directly responsible to the Executive Officer/Director of Nursing for routine administrative and financial functions of the Hospital and/or the Hawker Medical Centre. This includes the provision of secretarial services, maintenance of appropriate records, preparation of payroll, raising of fees, receipt of money, and preparation for the payment of trade accounts.

### Key Relationships/ Interactions:

#### Internal

- > Executive Officer/ Director of Nursing
- > The incumbent liaises with all other members of the hospital staff to ensure an efficient and effective service

#### External

- > General Practitioner (Medical Centre)

### Challenges associated with Role:

Major challenges currently associated with the role include:

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#### **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:**

- > 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
<b>Financial Functions</b>	<p>Maintain effective financial support services for the Hawker Memorial Hospital by providing and maintaining appropriate systems and procedures. This is achieved by:</p> <p>Recording receipt of monies as required. Preparation of source documents to be authorised for the payment of accounts. Assist with the preparation of Monthly Management Summary (MMSS) for staff at Port Augusta Hospital financial department.</p> <p><u>Payroll</u> Preparing blank time sheets for each staff member at the beginning of the pay period. Assisting in calculation of staff deductions and allowances for inclusion on staff time sheets at the end of the pay period ready for data entry.</p> <p><u>Accounts Receivable</u> Assist with the preparation of accounts receivable for inpatients, outpatients and other debtors as required. Keeping debtors records as necessary.</p> <p><u>Petty Cash</u> Managing petty cash funds by keeping complete records of all payments and receipts, and reconciling balances regularly.</p> <p>&gt;</p> <p>&gt;</p>
<b>Secretarial Functions</b>	<p>&gt; Providing a typing service within the Hospital, producing letters, policies, reports, tables, charts, posters, flyers etc using available computer programs.</p> <p>&gt; Providing a reception service by:</p> <p>&gt; Directing all matters of a nursing nature to an appropriate member of the nursing staff. Directing all enquires of a medical nature to the doctor if present at the hospital or to appropriate nursing staff.</p> <p>&gt; Directing all enquires for the EO/DON to them for attention</p> <p>&gt; Attend to all enquires for appointments for Allied Health Professionals</p> <p>&gt; Assist with the provision of information to the Executive by undertaking minor project work, participate in meetings by undertaking the preparation of agendas, taking and transcribing minutes as necessary</p> <p>&gt; Recording, typing and distributing minutes of meetings.</p> <p>&gt; Maintaining adequate office supplies.</p> <p>&gt; Performing other secretarial tasks as requested.</p> <p>&gt; Participate in the training and development programs of the Hospital</p> <p>&gt; May be required to relieve/assist Medical Centre reception roles</p>
<b>Coordinate and contribute to the management of Client</b>	<p>&gt; Maintaining a detailed and accurate Clinical Records register, computer based or manual</p> <p>&gt; Filing all reports, letters, pathology results etc as directed by the</p>

<b>medical records within the Hawker Medical Centre by:</b>	<p>Medical Practitioner</p> <ul style="list-style-type: none"> <li>&gt; Performing other duties related to Clinical Records as requested</li> </ul>
<b>Contribute to the effective management and delivery of the Medical Centre service by providing a clerical service including:</b>	<ul style="list-style-type: none"> <li>&gt; Responding to both telephone and personal requests from members of the public to see staff using the Medical Centre area and making appointments for the Medical Practitioner and other visiting health professionals including Allied Health Professionals</li> <li>&gt; Arranging other appointments with associated health practitioners as directed</li> <li>&gt; Providing a typing service for the Medical Practice, producing letters, policies, reports, tables, charts, posters, fliers etc</li> <li>&gt; Providing support for the maintenance of the off site pharmacy service</li> <li>&gt; Directing all matters of a nursing nature to an appropriate member of nursing staff</li> <li>&gt; Ensuring adequate office supplies are available</li> <li>&gt; Ensuring adequate medical supplies are available</li> <li>&gt; Maintaining the Recall/Reminder system in accordance with Medical Centre Procedure Manual</li> <li>&gt; Supporting the immunisation programme with the Hawker Community Health Nurse</li> <li>&gt; Participating in Quality Assurance programmes which may include conducting audits of processes and procedures</li> <li>&gt; Ensuring client information on Medical practice software (Medical Director/Pracsoft) is up to date and correct, which may include verifying information with clinical staff.</li> <li>&gt; Using judgement to interpret procedures and guidelines for the entry of referral information for many different services with the medical system, eg, specialists, allied health professionals.</li> </ul>
<b>Contribute to the financial functions of the Hawker Medical Centre by:</b>	<ul style="list-style-type: none"> <li>&gt; Collecting monies for associated services</li> <li>&gt; Reconcile cash/accounts in relation to offsite pharmacy services</li> <li>&gt; Maintain adequate financial records</li> <li>&gt; Reconcile Medicare Claims</li> <li>&gt; Maintain/prepare/reconcile private medical accounts for resident Medical Practitioner</li> <li>&gt; Using knowledge of the Medicare system for the correct recording and claiming of Medicare Item numbers on behalf of the Medical Practitioner</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

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

- > Ability to work effectively either on an individual basis or as a team member.
- > Ability to communicate effectively in a clear concise manner both orally and in writing.
- > Ability to relate effectively with staff on all levels.
- > Display initiative and have the ability to meet changing requirements and situations.
- > Excellent Customer Service Skills
- > Hold a current driver's licence.

#### **Experience**

- > Experience in the use of personal computers and Windows, Working Systems (Chiron & Harmony)
- > Experience in Financial Recording and Reporting
- > Experience in minute taking and transcribing

#### **Knowledge**

- Knowledge of financial recording and reporting
- Knowledge of office systems and procedures.
- Knowledge of Confidentiality as it relates to a health setting.
- Knowledge of and commitment to Customer Service Principles

### **DESIRABLE CHARACTERISTICS**

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

- > Qualifications in an Accounting / Financial fields

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

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#### **Experience**

- > Previous experience working in a health setting
- >

#### **Knowledge**



- > Working knowledge/experience of Medical Director/PracSoft software
- > Knowledge of a Hospital environment



## 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:

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Flinders and Upper North Region – Includes – Hawker, Quorn, Leigh Creek, Roxby Downs, Port Augusta and Whyalla based health services

## 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:**