Government of South Australia

SA Health

COVID-19
ROLE STATEMENT

Role Title:	Outbreak Project Support Officer COVID-19 Operations
Classification Code:	ASO5
LHN/DHW:	Department for Health and Wellbeing
Division:	Health Regulation and Protection, Communicable Disease Control Branch (CDCB) COVID Operations
Department/Section/Unit:	Outbreak Coordination – various teams
Role reports to:	Manager Administration Services COVID-19
Role Created/ Reviewed Date:	December 2020; Updated June 2021
Criminal and Relevant History Screening:	☒ Working with Children's Check (WWCC) (DHS) ☒ Aged (NPC) ☒ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category Requirements:	☒ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☐ Category C (minimal patient contact)
Direct Reports	ASO3
Delegations	NIL

ROLE PURPOSE:

This role is required to work across COVID-19 Operations as required and is responsible for assisting the Outbreak Coordination teams implement and action tasks in response to the COVID-19 Outbreak. They will work with Outbreak Coordination team members to become a central source of knowledge and assist in an administrative and logistical capacity. This role is integral to the Outbreak Coordination team and plays a key role in the success of the team. The role will be required to:

- Exercise powers as appointed, as an Authorised Officer under the *Emergency Management Act 2004* to give directions to persons to prevent the spread of COVID-19
- Participate in the Health Rapid Response Team including (conditional) onsite investigations, support, advice, and direction for outbreak investigations.
- Support the coordination of specific projects and programs which may include Objective implementation, project support for education and training, risk assessments, rostering coordination using the Guardhouse platform, administrative tasks such as timesheet compliance and onboarding/induction of new employees, Quality Assurance of documents and web pages and maintaining records.
- Supervise ASO3 Senior Administration Officer (if required).

The COVID-19 Operations is a highly dynamic environment and can change as the teams move between modes to control COVID-19 outbreaks.

- In 'Standing' mode this role works primarily within a certain Outbreak Coordination team. In this mode the role will have specific roles and responsibilities. This role will ensure the handover of tasks to teams is completed to a high standard.
- In 'Surge' mode this role will be required to transition across multiple teams within COVID-19 Operations and will take responsibility of tasks from start to finish across multiple teams. The role will undertake duties as directed and as determined by the Manager Administration Services COVID-19 and senior leadership.

KEY RELATIONSHIPS/INTERACTIONS:

Internal
- Develops cooperative working relationships with all Outbreak Coordination team members, and other COVID-19 Operations team members
- Proactively communicates horizontally across CDCB COVID Operations and other stakeholders within SA Health

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External
- Maintains productive working relationship with external stakeholders e.g. Premier's Cabinet and SA Police
- Exercises powers as appointed, as an Authorised Officer to give directions to public persons to prevent the spread of COVID-19
- Will occasionally be a point of reference for external organisations (e.g. local businesses) to CDCB COVID Operations to ensure they are kept up to date with new information and actions required
- Working across multiple teams and communicating with a wide variety of stakeholders with different interests both internally and externally. This may include vulnerable and culturally sensitive communities (e.g. Aboriginal and Torres Strait Islander communities)
- Participation in the Health Rapid Response Team including (conditional) onsite investigations, support, advice and direction for outbreak investigations

CHALLENGES ASSOCIATED WITH THE ROLE:

Challenges that will be presented in this role will include:
- Adapting to a fast-paced work environment should COVID-19 spread through the community
- Ability to use discretion, maintain confidentiality and ethical conduct whilst working with highly confidential information
- Record and prioritise actions during meetings into the system in an efficient manner and ensure these actions are completed within a designated time period

SPECIAL CONDITIONS:

- The incumbent may be required to work between the hours of 7am and 12 midnight over a 7 day roster
- The incumbent may be required to participate in a 24/7 roster.
- The incumbent may be required to participate in an after-hours on-call roster; some out-of-hours work will be required.
- Intrastate/interstate travel may be required.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met
- Compliance to the departments information security, privacy policies and requirements as this role will involve working with highly confidential information

KEY RESULT AREAS

Key Result Areas	Major Responsibilities
Contribute to the implementation and actioning of tasks within the Outbreak Coordination Team	- Keep accurate records of meeting minutes and actions to be uploaded into the system - Allocate actions to team members with specific dues dates and ensure they are completed - Ensure when tasks are handed over, they are clearly communicated to Outbreak Control Team members or other stakeholders - Update and communicate the action logs within the system to ensure transparency of work within the team - Report results and actions to CDCB COVID Operations Leadership, Outbreak Control Team members and other stakeholders as required
Assume responsibility of key administrative tasks within the Outbreak Coordination Team	- Assist with uploading data into systems via bulk upload or manual entry processes - Acquire reports from the systems used by the Outbreak Control Team to CDCB COVID Operations leadership as required

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	• Disseminate key pieces of information to external stakeholders as required
Assume responsibility of key outbreak related activities	• Exercising powers as appointed, as an Authorised Officer under the *Emergency Management Act 2004* to give directions to persons to prevent the spread of COVID-19 • Participation in the Health Rapid Response Team including (conditional) onsite investigations, support, advice, and direction for outbreak investigations.
Undertake systems administration and logistical duties to ensure the completion of certain tasks	• Ensure all standard operation procedures and other official document are accurately maintained within the Objective Records Management system • Manage access to specific systems, information and file structures • Participate in establishing new workspaces for additional employees as required • Assist with onboarding new team members to ensure they are aware of processes, policies and workspaces as required for their roles

KEY SELECTION CRITERIA:

PERSONAL ABILITIES/APTITUDES/SKILLS:

- Ability to operate with limited direction, apply good judgement, diplomacy and initiative when required
- Ability to visualise complex processes and problems in order to convey messaging in user friendly terms to others
- Willing and able to contribute in meetings and team environments to improve the efficiency of operations
- Ability to confidently interact with a range of personnel across a variety of levels and organisations
- Effective skills in time management, meeting deadlines and prioritisation of tasks with limited guidance
- Well-developed written communication and interpersonal skills, including the ability to consult with internal and external stakeholders

EXPERIENCE:

- Exposure in managing document management systems (ideally Objective)
- Moderate level of expertise working with Salesforce
- High-quality administration / project support i.e. minute taking, action recording, briefings, correspondence and reports
- Project-based work, which involves following and administering multi-level processes
- Working with a range of stakeholders from public and private organisations
- Emergency management activities, including a good understanding and the ability to work with regional and local government authorities is highly desirable
- Previous experience in the South Australian health industry is highly desirable
- Proficient in the use of the Microsoft Suite i.e. Word, Excel, PowerPoint, Outlook, Teams, SharePoint.

KNOWLEDGE:

- Knowledge of the key roles SA Health plays in South Australia and awareness of Public Relations
- Knowledge of key principles of project and team management

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EDUCATIONAL/VOCATIONAL QUALIFICATIONS:

Qualification(s) related to the following skills would be advantageous:

- Health administration
- Business management
- Project management
- Service centre operations
- Project administration

Role Acceptance

INCUMBENT ROLE ACCEPTANCE

Employees are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements (refer to Induction and Orientation intranet page).

I have read and understood the responsibilities associated with role as outlined within this document.

Name: ....   **Signature:** ....**Date:** ....

Manager Name: ....…………………… **Role Title:** ....

Signature: ....**Date:** ....

Version control and change history

Version	Date from	Date to	Amendment
V1	21/9/2020		Original version.
V2	11/11/2020		Code of Ethics clause included for role acceptance