



## ROLE DESCRIPTION

<b>Role Title:</b>	CBIS Business Services Officer
<b>Classification Code:</b>	AS02
<b>LHN/ HN/ SAAS/ DHW:</b>	Central Adelaide Local Health Network
<b>Hospital/ Service/ Cluster:</b>	SA Dental Service
<b>Division:</b>	Statewide Dental Service
<b>Department/Section / Unit/ Ward:</b>	Clinical Business Improvement Services
<b>Role reports to:</b>	Manager Clinical Business Support
<b>Role Created/ Reviewed Date:</b>	September 2019
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (WWCC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Business Service Officer:

- > Provides effective and efficient administrative services within CBIS and the broader SWDS division
- > Provides an effective customer service to external customers

### Direct Reports:

- > Accountable to the Manager Clinical Business Support or other first line supervisor

### Key Relationships/ Interactions:

#### Internal

- > Responsible to the Manager Clinical Business Support or other first line supervisor
- > Liaises with SWDS Managers, clinic staff, other units within SA Dental Service, private dental practices and other third parties
- > Liaise with other departments and services to deliver business processes and outcomes

#### External

- > Establish working relations and interact with government and non-government stakeholders

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Keeping up to date with standards of practice consistent with organisational work practices, guidelines and policies
- > Undertaking efficient, effective and timely administrative responsibilities

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities	
<b>Administration responsibilities</b>	<ul style="list-style-type: none"><li>&gt; Update and maintain data, records and reports for manager analysis and decision making</li><li>&gt; Identify non-standard matters and recommend or implement solutions to identified issues</li><li>&gt; Determine work priorities within the range of allocated responsibilities</li><li>&gt; Assist with sentencing and disposal of organisational records</li><li>&gt; Ensure work practices &amp; procedures for tasks and functions are documented and up-to-date.</li></ul>	<ul style="list-style-type: none"><li>&gt; Activities are conducted according to organisational practices, procedures and guidelines</li><li>&gt; Data entry, records and reports are accurate and up to date</li><li>&gt; Complex issues and those which are non- standard are referred for manager action</li><li>&gt; Work prioritized and completed within agreed timeframes</li><li>&gt; Manager informed of work progress, outstanding matters and emerging issues in a timely manner</li><li>&gt; Records are managed in accordance with relevant Retention and Disposal Schedules and internal procedures</li></ul>
<b>Revenue &amp; Expenditure</b>	<ul style="list-style-type: none"><li>&gt; Verify, code and process invoices and revenue claims, ensuring that the business rules are applied e.g. Basware, Dental Schemes, Child Dental Benefit Schedule</li><li>&gt; Take or request corrective action where business rules have not been met</li><li>&gt; Meet established timeliness standards for processing invoices and claims</li><li>&gt; Identify and resolve rejected or partly paid claims</li><li>&gt; Respond to enquiries about rejected or partly paid claims</li><li>&gt; Contribute to the management of waiting lists (addition, monitoring,</li></ul>	<ul style="list-style-type: none"><li>&gt; Claims and invoices are verified and processed according to internal procedures, guidelines and timeliness standards</li><li>&gt; Consistently accurate interpretation and application of business rules and other guidelines</li><li>&gt; Waiting lists are accurate and updated in a timely manner</li><li>&gt; Current information is available to staff, private dental providers and other agencies upon request</li></ul>

	<p>reporting and removal) and the administration of other related activities.</p> <ul style="list-style-type: none"> <li>&gt; Ensure maintenance and appropriate availability of invoice and claim related documentation for staff and private dental providers</li> </ul>	
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>&gt; Contribute to the monitoring and review of administrative systems and procedures to identify and initiate improvements in practice</li> <li>&gt; Conduct audits and reviews, record findings and provide information to managers for analysis and action</li> <li>&gt; Contribute to the completion of projects</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Procedures and work practices comply with organisational directions and guidelines</li> <li>&gt; Audits are conducted according to organisational templates, instructions and timeframes</li> <li>&gt; Projects meet planned timeframes</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>&gt; Work together in partnership with other team members to achieve common goals</li> <li>&gt; Contribute and share knowledge with others</li> <li>&gt; Take ownership of team issues and goals</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Team members receive support and assistance when needed</li> <li>&gt; Able to list team and organisational objectives and relate them to their job</li> </ul>
<b>Communication &amp; Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>&gt; Display respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Colleagues and manager report that respectful behaviour is consistently displayed to others</li> </ul>
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>&gt; Demonstrate effective problem solving skills to provide a flexible service that meets the needs of staff, clients and third parties</li> <li>&gt; Demonstrate empathy and understanding of clients from diverse, cultural, ethnic and social background</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Shows respect for clients at all times</li> <li>&gt; Demonstrates understanding of the impact of individual behaviour on customers and quality client care</li> <li>&gt; Understands client requirements and delivers services at a high standard and in a responsive and timely manner</li> <li>&gt; Applies problem solving skills to conflicts and problems that arise</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Proven ability to carry out responsibilities with a high level of speed, accuracy and attention to detail
- > Proven ability to work under general direction, use initiative, set priorities and manage workloads
- > Demonstrated ability to complete more complex administrative functions and solve problems through the exercise of limited judgement
- > Proven ability to deliver a high standard of customer service and communicate effectively with a range of staff, clients and other stakeholders
- > Ability and willingness to work constructively in a team and encourage a positive team environment

#### **Experience:**

- > Experience in the establishment and maintenance of effective office systems and administrative functions with experience in the use of Microsoft applications, in particular advanced Word and Excel.

#### **Knowledge:**

- > Knowledge of administrative systems, procedures and guidelines

### **DESIRABLE CHARACTERISTICS**

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

- > Financial, Administrative or Business related discipline

#### **Experience:**

- > Experience in the use of TITANIUM client record system
- > Experience working in a dental or health environment

#### **Knowledge:**

- > Knowledge of SA Dental Service policies and procedures

### 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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (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 *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.
- > Some out of hours work may be required
- > Some intrastate travel may be required
- > Must have a current and valid driver's licence

### 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's Protection Act 1993 (Cth) – '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.

**Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and 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.

**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.

**Resilience:**

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

## 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 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., Country Health SA 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 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:

SA Dental Service is part of the Central Adelaide Local Health Network providing a range of dental services for eligible children and adults at clinics throughout South Australia. SA Dental Service also works in partnership with the University of Adelaide to educate and train many of the states' dental professionals.

## 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.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:** Mark Chilvers

**Role Title:** Executive Director

**Signature:**

**Date:** 1 October 2019

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	17/01/2019	01/10/2019	Original version