



ROLE DESCRIPTION

Role Title:	Administrative Coordinator		
Classification Code:	ASO3	Position Number	TBA
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	The Queen Elizabeth Hospital		
Division:	Acute and Urgent Care Program		
Department/Section / Unit/ Ward:	Emergency Department, General Medicine & Geriatric Medicine		
Role reports to:	Admin Team Leader, Patient Services		
Role Created/ Reviewed Date:	March 2024		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" 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 Admin Coordinator is responsible for:</p> <ul style="list-style-type: none">• The provision of daily coordination of administrative and secretarial services to the Emergency Department, General Medicine and Geriatric Medicine streams.• Providing a positive leadership and support role to the administration staff within the Emergency Department, General Medicine and Geriatric Medicine streams.• This involves the evaluation of current departmental procedures, coordinating the duties of administration staff, dealing with the more complex work tasks and liaising with senior staff to ensure organisational requirements of the streams are met.
Direct Reports:
<p>The Admin Coordinator reports:</p> <ul style="list-style-type: none">• Directly to the Admin Team Leader, Patient Services and Admin Supervisor, Patient Services for all administrative and support service matters on a daily basis.• Directly to the Admin Services Manager, Acute & Urgent Care, for professional matters.

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> Works directly and on a daily basis with the administrative and clinical teams within the Emergency Department, General Medicine and Geriatric Medicine streams. Is an active member of the team meetings, huddles and other committees/groups as a key contributor for administrative support services, as required. <p><u>External</u></p> <ul style="list-style-type: none"> Required to work collaboratively on a daily basis with other clinical, corporate and operational services for the provision of administration support services. Central Adelaide staff, SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public, as required.

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> Working towards achieving CALHNs strategy of Single Service Multiple Sites. Flexibility and ability to work within a fast paced, unique environment which requires empathy, maturity, and resilience. May be required to be available for on-call for staff rostering purposes afterhours.

Delegations:
<p>Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by the Departmental delegations and policies.</p>

Special Conditions:
<ul style="list-style-type: none"> 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. <i>Prescribed Positions</i> under the <i>Children's Protection Act (1993)</i> 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 <i>Children's Protection Act 1993</i> or 'Approved Aged Care Provider Positions' as defined under the <i>Accountability Principles 2014</i> pursuant to the <i>Aged Care Act 2007</i> (Cth). 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'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 & 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.

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.

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Effective support and coordination of daily administrative support service	<ul style="list-style-type: none"> • Coordinating and monitoring the daily administrative service, including workload, activity and outcomes across the Emergency Department, General Medicine and Geriatric Medicine units. • Provision of a timely and effective support service to the administrative staff, for technical, system and process matters. • Effectively and efficiently coordinating staff rosters to ensure appropriate allocation of administrative resources to meet demand and service delivery requirements. • Ensuring all day-to-day administrative and support functions are effectively and efficiently delivered • Assisting in the development, implementation and monitoring of approved work instructions for administrative tasks • Ensuring workplace instructions, standard operating procedures and training materials are clearly communicated and available to staff. • Providing an effective and efficient technical support service to the administrative staff for all matters of administrative operations. • Monitoring and coordinating stock levels within units to ensure operations are not negatively impacted, including the ordering of stationery and forms. • Assisting in coordinating the procurement and supply operations to ensure timely and efficient use of stock/inventory. • Ensure all incoming calls and enquiries are processed efficiently in a professional manner and in line with agreed standards and protocols • Undertaking administrative procedure reviews to align with service delivery in the units and to meet the needs of the Organisation. • Assisting in the monitoring and reporting on performance matters within the units as they relate to administrative support services. • Contribute to the monitoring and reporting of administrative workloads, performance and outcomes, including resource utilisation. • Review administrative and support service provision, identifying service and resource gaps, and developing suggestions and recommendations for enhanced service delivery and performance. • Contributing to the identification and achievement of department performance objectives and service standards
Effective leadership, support and coordination of staff	<ul style="list-style-type: none"> • Provide an effective and timely support service to all administrative staff within the Emergency Department, General Medicine and Geriatric Medicine units. • Assist in the provision, implementation and ongoing application of a high quality and effective administrative training program for all administrative staff • Assisting administrative staff in the resolution of difficulties and conflicts within the administrative team, escalating major conflicts/issues as appropriate. • Assist in the development of administrative staff skills and capabilities within the units. • Contribute to the administrative staff level of system understanding and application • Assist in the recruitment and retention of administrative staff, including interviewing, training and orientation • Ensure and coordinate administrative staff orientation attendance, 100% compliance and are safely and appropriately inducted into the workplace

	<ul style="list-style-type: none"> • Foster a culture that encourages staff to use initiative and to engage in effective teamwork and communication that results in the best use of resources • Assist management in the reporting of administrative staff operational outcome gaps to enable improved service delivery. • Ensuring staff are monitored and supported in their professional development and training. • Managing recruitment programs ensuring effective and equitable staff resource deployment and ensuring staff are provided with training, facilities and resources to effectively carry out their responsibilities.
Contribute to achieving a harmonious team environment by	<ul style="list-style-type: none"> • Providing active and constructive contribution to team meetings • Fostering and maintaining positive and collaborative working relationships with team members and stakeholders, demonstrated by respect for others, co-operation and assistance • Providing positive support for on the job training and supervision to staff members as required • Fostering a culture of team work and positive working relationships across the spectrum of emergency services and patient care centred approach.
Contribute to continuous Improvement and professional standards by	<ul style="list-style-type: none"> • Providing and collating feedback which aims to improve the quality of work processes and individual work practices • Demonstrate understanding of, and compliance with, standards of practice, external legislation and CALHN policies and procedures that relate to this position • Actively participating in and supporting activities driven by the Admin Team Leader and Admin Supervisor, Patient Services, Acute and Urgent Care Business Support Team, Organisational and SA Government policy and procedures regarding customer service delivery. • Actively participating in and promoting a culture that encourages staff to use initiative and to engage in effective teamwork and communication that results in the best use of resources • Actively role modelling professional behaviour and practices in the workplace • Actively participating in and developing ongoing learning and continuous improvements plans and processes

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil.

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to maintain a high level of confidentiality and tact whilst dealing with staff and members of the public
- Proven ability to positively motivate a team to provide quality service to achieve agreed goals
- Demonstrated ability to work autonomously with limited direction and achieve outcomes.
- Ability to prioritise and produce a high volume of work efficiently and accurately
- Proven ability to work under pressure, using a high level of attention to detail and demonstrating resilience.
- Ability to communicate effectively and empathise with clients, including people from diverse cultural backgrounds
- Proven written and verbal communication skills
- A commitment and dedication to quality customer service provision
- Intermediate level skills in the use of the suite of Microsoft applications.

Experience

- Experience in providing a high quality customer service
- Experience coordinating work and providing assistance and training to staff regarding work outcomes
- Demonstrated strong experience in Microsoft Office applications
- Proven experience in the use and application of databases
- Experience in training and support others to achieve desired outcomes

Knowledge

- Solid knowledge of information systems and processes
- Solid understanding and knowledge of administrative practices within a health setting.
- Knowledge of Equal Employment Opportunity and Work Health and Safety principles and procedures and the commitment to implement them

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Expert level training relating to the Microsoft suite of applications, including access databases, word, excel, PowerPoint

Experience

- Experience coordinating administrative functions
- Experience in implementing training programs
- Experience working in a hospital or health care sector environment

Knowledge

- Knowledge of hospital policies and procedures

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., 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 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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. 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 Imaging, Pathology and Pharmacy, 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 patients 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

Acute and Urgent Care Services incorporates the following clinical services:

- Emergency Services
- Acute Assessment Unit(s)
- General Medicine
- Geriatrics
- Trauma Service

With over 1200 employees from various employment groups such as Medical, Nursing, Allied Health, Administration, Scientific, Technical and Health Ancillary, Acute and Urgent Care Services is one of the largest Directorates within the Central Adelaide Local Health Network.

Acute and Urgent Care is also responsible for the research activities undertaken by the clinical services and also consists of several special purpose funds.

Acute and Urgent Care operates services at both the RAH and TQEH, with some services providing outreach support to intra and interstate communities.

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:

Role Title:

Signature:

Date:

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