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SA Health Job Pack

Job Title	Executive Assistant/Administration Officer
Eligibility	Open to Everyone
Job Number	871825
Applications Closing Date	9 July 2024
Region / Division	Eyre and Far North Local Health Network
Health Service	Port Lincoln Hospital
Location	Port Lincoln
Classification	ASO2
Job Status	Temporary Part Time (up to 20 June 2025)
Salary	\$57,842 - \$62,221 p.a (pro rata)

Contact Details

Full name	Afton Kay
Phone number	7669 1775
Email address	afton.kay@sa.gov.au

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 Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

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.

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.

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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

ROLE DESCRIPTION

Role Title	Executive Assistant PLHS Leadership
Classification Code	AS02
Position Number	P23563
Local Health Network	Eyre and Far North Local Health Network
Hospital/ Service/ Cluster	Port Lincoln Hospital
Division	Administration
Department/Section / Unit/ Ward	Acute Services
Role reports to	Port Lincoln Hospital Director of Nursing and Midwifery
Role Created/ Reviewed Date	November 2019/June 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check Please click here for further information on these requirements
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:

The Executive Assistant is responsible for the provision of an effective and timely personnel and clerical support to the Director of Nursing and Midwifery. This entails, in addition to other duties incumbent in the role,:

- > Coordinating appointments and bookings
- > Management of consumer feedback
- > Criminal History Check process
- > Coordinating Resources
- > Preparing and receiving correspondence
- > Producing publications
- > Preparation of invoices and journals
- > Maintaining databases and associated paperwork
- > Other duties as required

The role requires the incumbent to be able to work collaboratively and independently; achieving confidential high performance outcomes as required.

Direct Reports:

- > Nil.

Key Relationships/ Interactions:

Internal

- > Director of Nursing and Midwifery
- > Nursing and Midwifery executive
- > Clinical & non clinical employees

External

- > Maintain relationships with non-government organisations or other government organisations.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Prioritising Workload
- > Professional high level interaction with employees, community members and internal/external stakeholders

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 and Wellbeing values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

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 Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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.
- > 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).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / EFNLHN policies, procedures, guidelines and standards.
- >

Confidentiality and 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 and Wellbeing 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 and Wellbeing regarding acceptable workplace behaviour.

Cultural Statement:

The Eyre and Far North Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > 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 employment involving unsupervised contact with vulnerable groups.

- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located at Port Lincoln but the incumbent maybe required to work from other sites within EFNLHN area.
- > Must be an Australian Resident or hold a current working visa.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Administrative service for the Executive Team	<ul style="list-style-type: none"> > Identifying, monitoring and attending to urgent enquiries, ensuring resolution and professional quality of responses coming from within the Hospital, ensuring conformity with Government Policies and Standards. > Providing a high level secretarial support for meetings and conferences, including the taking of minutes, including after hours, preparation of agenda items, reports and correspondence, including researching information, collating data, drafting responses and providing status reports on outstanding issues. > Provide a high quality and confidential written skill level including drafting/formatting confidential correspondence and agenda preparation/minute taking on behalf of the Director of Nursing and Midwifery. > Coordinating travel and accommodation arrangements as directed > Provide an efficient and effective record and file management system > Ensure the provision of a high quality word processing and desktop publishing service. > Ensure information is managed effectively (e.g. filing, Criminal History Checks) > Provide assistance to other Nursing/midwifery Executive members as required. > Promote and model respectful behaviours consistently
Communication	<ul style="list-style-type: none"> > Building and maintaining respectful and effective interpersonal relationships ensuring the provision of a timely, concise and accurate service. > Ensure effective and timely communication with SA Health and Wellbeing, senior employees, other government agencies and external organisations by coordinating and preparing correspondence and liaising as directed. > Communication skills shall be highly developed and will be reflected as a positive role model. > Actively participate in introducing new initiatives and supporting change management > Provide direct support to middle managers and other employees as requested, including compilation of reports, mail outs and surveys > Ensure all relevant operational policy and procedure manuals are maintained and current. > Maintain data bases as required.
Resources	<ul style="list-style-type: none"> > Participating in a range of quality activities for the identification and correction of issues arising within the Nursing and Midwifery Department > Coordinate all resources necessary to manage administration through the management of stock and consumables, the preparation of requisitions and orders as necessary. > Arranging required travel and accommodation and itineraries as required. > Oversight and assistance with resource management – human & material.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Current Full Driver's License

Personal Abilities/Aptitudes/Skills:

- > Ability to communicate effectively, both verbally and in writing with a range of people at all levels within and external the health service.
- > Ability to work in collaboration with other employees and maintain effective working relationships.
- > Demonstrated ability in the use of Microsoft Office products, particularly and advance level of ability in MS Word, MS Excel and the creation and maintenance of MS Access Databases.
- > Ability and experience with setting up video/ teleconferencing and any other technology essential to performing the tasks required by the Leadership Team.

Experience

- > Extensive experience in providing a confidential and professional secretarial and administrative support service to Leadership level staff with efficiency and accuracy including minute taking, preparing agendas and other relevant material and attending to relevant action items.
- > Experience in the analysis and creation of systems for quality improvement.

Knowledge

- > Knowledge and understanding of the principles of confidentiality.
- > Knowledge and understanding of the Code of Ethics for Government Employees.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to liaise with senior executive as well as other employees and clients in a diplomatic manner.
- > Ability to problem solve and resolve issues in a pleasant manner.

Experience

- > Previous experience in a health related environment.

Knowledge

- > An understanding of government mechanisms and public sector administrative 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 legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Goals and Strategies:

The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
 - > State Public Health Plan 2019-2024
 - > SA Health Strategic Clinical Services Plan 2021-2031
 - > SA Mental Health Services Plan 2020-2025
 - > SA Health Clinical Services Capability Framework
-

Eyre and Far North Local Health Network:

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

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.

EFNLHN Values

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

Accountability	Connected	Respect	Caring
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

Code of Ethics

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

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.

Aboriginal Health

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 and Wellbeing as described within this document.

Name:

Signature:

Date:

ROLE DESCRIPTION



Health
Eyre and Far North
Local Health Network

Role Title:	Administration Officer
Classification Code:	ASO2
Position Number:	P23561
LHN/ HN/ SAAS/ DHA:	Eyre and Far North Local Health Network
Hospital/ Service/ Cluster	Port Lincoln
Division:	Nursing
Department/Section / Unit/ Ward:	Administration
Role reports to:	Wendy Hermel, Director of Nursing / Midwifery
Role Created/ Reviewed Date:	Reviewed January 2024
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check Please click here for further information on these requirements
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)

ROLE CONTEXT

Primary Objective(s) of role:

The Administrative Assistant is required to provide a general administrative and clerical service pertaining to the management of clients in a designated clinical service area and to facilitate communication within the ward/unit and other services as required.

The Administrative Assistant is required to provide a customer focused service that meets the needs of all staff, medical practitioners, clients and their significant others.

This role is a key part of the overall ward/service administrative management structure and will provide significant support to senior nursing staff.

Direct Reports:

The Administrative Services Officer reports to and is accountable to Nurse Managers and the Director of Nursing/ Midwifery. .

Key Relationships/ Interactions:

Internal

- > Nursing staff
- > Nurse Unit Managers, Nurse Manager & After Hours Coordinator
- > Service and administrative staff
- > Medical Practitioners
- > Allied Health & Rehabilitation Services team
- > Pharmacy
- > Radiology
- > SA Pathology
- > Community health personnel

External

- > Health Consumers
- > Medical Practices and health units/nursing homes
- > Other as required

Challenges associated with Role:

Major challenges that may be associated with the role include:

- > Work prioritisation
- > Challenging customers
- > Ability to work autonomously on a regular basis

Delegations:

- > No Delegation

Resilience:

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SA Health values and strategic directions.

General Requirements:

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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 Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act and when relevant WHS Defined Officers must meet due diligence requirements.
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- > 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
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- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
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- > Must be an Australian Resident or hold a current working visa.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of a receptionist role for the Nursing Department	<ul style="list-style-type: none"> > Provision of general reception & administrative duties. > Answering, screening and directing telephone queries using judgement in conveying appropriate information. > Active problem solving to ensure patient care is the key focus > Maintaining confidential and secure record management storage and retrieval systems for current and non-current files. > Contribute to the management of client records as per State Records of SA Disposal Schedule
Provision of an efficient administrative function	<ul style="list-style-type: none"> > Maintenance of records, including filing, and preparation of statistics as required within the administration area. > Data entry using relevant information systems > Assist and participate in audits as required > Assist with support induction and orientation to new staff > Provide accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with Departmental practices and procedures. > Undertaking desktop publishing as required; particularly urgent or confidential items as directed. > Assistance in arranging meetings, preparation of agendas, distribution of reference material and accurate recording and distribution of minutes. > Liaise with outside organisations and staff to obtain information. > Assist with the sorting, processing and distribution of electronic and hard copy correspondence as directed. > Assist the CSC with activities associated with ongoing staff support including oversight of training bookings and maintenance of relevant training records.
Ensuring effective bed utilisation within the ward/unit	<ul style="list-style-type: none"> > Liaising with the appropriate Senior Nursing/Midwifery personnel or appropriate Clinical Service Coordinator (CSC) and other areas of the health unit, regarding the allocation of beds and transfer and admission of patients > Regularly updating the patient allocation sheet, patient information boards and any other relevant patient information systems > Communication of any relevant patient information promptly to the appropriate CSC/Shift Coordinator. > Facilitate seamless movement from the health care setting and into the community, by making follow up appointments prior to discharge. > Acts as a resource and provides general assistance to all employees regarding administrative processes and requirements pertinent to the ward/unit.
Continuous Improvement Quality	<ul style="list-style-type: none"> > Participating in quality improvement activities. > Contributing ideas to improve administration processes and clerical services. > Informing CSC and/or Shift Coordinator of issues that impact on the quality of services. > Contributes to ward/units service improvement plans. > Promoting cohesive and positive team environment. > Participate in relevant staff development reviews

	<ul style="list-style-type: none"> > Contribute to the development and implementation of departmental strategic directions and plans. > Contribute to the well-being of people in South Australia through participation 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.
Positive culture and safe work environment	<ul style="list-style-type: none"> > Comply with workplace policies and procedures. > Participate in all activities associated with the management of workplace health and safety including maintenance of relevant training records. > Identify and report all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace. > Comply with and have a working knowledge and understanding of Infection Controlling policies and procedures. > Utilise appropriate personal protective equipment. > Promote awareness and compliance with Equal Employment Opportunity principles. > Cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate by the organisation.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil required

Personal Abilities/Aptitudes/Skills:

- > Ability to communicate effectively both verbally and in writing at all levels, both within and external to the organisation and establish effective working relationship.
- > Proven high level of interpersonal skills and demonstrated commitment to the provision of customer service excellence.
- > Demonstrated high level of organisational skills.
- > Proven ability to work independently, sustain high level performance, work with accuracy and meet deadlines.
- > Demonstrated ability to provide excellent customer service skills
- > Effective interpersonal skills and ability to relate well to all people including professional staff and the general public.
- > Ability to work both unsupervised and within a team environment.
- > Demonstrated ability to read, write and understand English.
- > Sound understanding and clear ability to maintain discretion and confidentiality.
- > Demonstrated good time management skills.
- > Demonstrated ability to use initiative and/or judgement
- > Ability to cope working in stressful situations.

Experience

- > Demonstrated experience in the provision of a clerical/administrative support service, including the maintenance of records and systems.
- > Demonstrated experience in office procedures and office equipment (ie: photocopier, printers, facsimile, etc)
- > Demonstrated experience in the use of computer based resources (ie: Microsoft Office, email, Excel, data entry)

Knowledge

- > An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- >
- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of administration practices and procedures, instructions, regulations and other requirements relating to general administration.
- > Sound knowledge and commitment to customer service principles.
- > Sound knowledge and understanding of the principles of confidentiality.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Flexibility and an ability to remain calm under pressure
- > Willingness to learn and adopt new skills, systems & processes.

Experience

- > Previous experience in a health setting.

Knowledge

- > Knowledge of Quality Assurance principles.
- > Knowledge of performance development principles and procedures.
- > An understanding of government mechanisms and public sector administrative policies and procedures.
- > Knowledge of medical terminology.

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

SA Health Goals and Strategies:

The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
- > State Public Health Plan 2019-2024
- > SA Health Strategic Clinical Services Plan 2021-2031
- > SA Mental Health Services Plan 2020-2025
- > SA Health Clinical Services Capability Framework

Eyre and Far North Local Health Network:

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

The Patient Services department provides a multifunctional operation to the Whyalla Hospital by providing a Medical Record, Switchboard, Alarm monitoring and Clinical Coding service by which the hospital can provide a high quality hospital care.

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.

EFNLHN Values

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

Accountability	Connected	Respect	Caring
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

Code of Ethics

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

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.

Aboriginal Health

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: