

| | |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Role Title | Program Support Officer & Client Systems Officer |
| Classification Code | Administrative Services Officer Level 2 (ASO2) |
| Position Number | TBA |
| Local Health Network | Barossa Hills Fleurieu Local Health Network Inc (BHFLHN) |
| Hospital/Service/Cluster/RSS | Country Health Connect |
| Department/Section/Unit/Ward | Community & Allied Health |
| Role reports to | Business Services Team Leader |
| Role Created/ Reviewed Date | July 2024 |
| Criminal History Clearance Requirements | <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements |
| Immunisation Risk Category | Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements |

ROLE CONTEXT

| |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Primary Objective(s) of role |
| <ul style="list-style-type: none"> > The Program Support Officer is responsible for the provision of a high quality, confidential, customer focused administrative and business support service to clients, staff and visitors for Community Health Care Barossa Hills Fleurieu Region. |
| Direct Reports |
| <ul style="list-style-type: none"> > Nil. |
| Key Relationships/ Interactions |
| <p><u>Internal</u></p> <ul style="list-style-type: none"> > Responsible to the Team Leader Business Services for organisational outcomes. > Works as a member of the team to achieve team outcomes in a cooperative and constructive manner. > Maintains effective working relationships and works collaboratively with all members of the Community Health Care team and Barossa Hills Fleurieu Region. <p><u>External</u></p> <ul style="list-style-type: none"> > Maintains effective working relationships and works collaboratively with staff from other departments and agencies. |
| Challenges associated with Role |
| <p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Working in a complex and changing work environment > Managing competing demands and working in high pressure role |
| Delegations |
| <ul style="list-style-type: none"> > Nil. |
| 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 Barossa Hills Fleurieu Local Health Network Inc. 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.
- > 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 and Young People (Safety) Act 2017 (SA)* '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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. 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 Worker 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.
- > NDIS Worker Screening Check must be renewed every 5 years thereafter from date of issue.
- > 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.

Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contribute to high quality customer service for both internal and external clients | <ul style="list-style-type: none"> > Attending to client enquiries on the telephone or in person and providing relevant advice and assistance and/or referring the enquiry to the most appropriate person for attention. > Responding to incoming telephone calls and providing accurate information to telephone queries. > Attending to visitors in the reception area in a professional manner and ensuring they are directed appropriately. > Welcoming and directing visitors promptly and pleasantly. > Booking of appointments and resources. > Networking and establishing working relationships with other administrative colleagues. > Taking and relaying clear and accurate messages. > Provide administration and clerical support to staff as required. > Providing administrative support to Business Services Coordinator and Program Manager as required. |
| Administrative support, services and duties | <ul style="list-style-type: none"> > Ordering of stationery for BHFR. > Processing and raising of invoices and accounts. > Assisting with information technology issues and providing a computer support/help desk service to staff. > Willingness to work in other areas and location of the Business Services team as required and directed. > Perform other administrative tasks and duties as directed by Business Services Coordinator. > Reviewing, updating, entering and scheduling data into the Client Management Engine (CME). |
| Maintaining accurate electronic & hardcopy records and files | <ul style="list-style-type: none"> > Updating, filing and retrieving of relevant records and files. > Closing records and files once services are ceased. > Maintaining appropriate record management storage and retrieval systems for current and non-current files. > Contributing to the management of client records as per DHS Retention Disposal Schedule. |
| Continuous improvement | <ul style="list-style-type: none"> > Develop and maintain professional, effective and collaborative working relationships between all relevant work units and team members, to support the efficient delivery of administrative, financial, and human resource services. > Provide input into BHFR policy, standards and operational plans, to support future planning. > Project/change frameworks established support achievement of quality accreditation standards. |
| Corporate Compliance | <ul style="list-style-type: none"> > Comply with all SA Health and Country Health SA workplace policies and procedures. > Comply with the Code of Ethics for Public Sector Employees. > Being responsible and accountable for adequately managing the official records he/she creates and receives according to relevant legislation, policies and procedures. > Complying with relevant data collection processes and reporting requirements > Contributing to the teaching and development of students and trainees > Participating in relevant meetings > Participating in personal and professional development including annual performance review. > Utilising philosophies and principles of social justice and primary health care within work practice > Participate in all activities associated with the management of workplace health and safety. > Promote awareness and compliance with Equal Employment Opportunity principles. |

| | |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none">> Ensure 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.> 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. |
|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills

- > Ability to engage with Aboriginal community / consumers in a culturally appropriate manner and a willingness to undertake further training in this area.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
- > Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
- > Demonstrated ability to work with Aboriginal Staff and Clients to provide a culturally safe service.
- > Demonstrated ability to support and work with people of diverse value systems, cultural differences and special needs.
- > Proven excellent interpersonal and customer service skills including managing client enquires regarding to service delivered.
- > Consistently demonstrate an attentive helpful manner, including dealing with challenging situations.
- > A high level of competency in the use of computers, word processing and office administration processes and procedures.
- > Ability to comply with the health service policy on confidentiality working in a rural setting.
- > Ability to effectively deal with conflict situations and to negotiate and advocate on behalf of clients and staff.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.

Experience

- > Experience in the use of computer software such as Microsoft Office Suite – Outlook, Word, Excel etc.
- > Experience working with Aboriginal consumers and communities to provide culturally appropriate health services.
- > Experience in providing administrative & clerical support services.
- > Experience in a client data base program Knowledge

Knowledge

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- > Can show evidence of a working knowledge of health issues and service barriers facing Aboriginal consumers.
- > A general knowledge of Government Administrative Instructions and procedures and relevant legislation.
- > Knowledge of office and clerical procedures
- > Knowledge of Quality Management Systems (Accreditation process)
- > Knowledge of customer services principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills

- > Possess proven organisational skills and an ability to cope with high volumes of work/enquiries and meet deadlines.
- > Ability to use time and task management skills to optimise the organisation and efficiency of the Administration Department.

Experience

- > Administration experience in a Health Service environment.

Knowledge

- > Knowledge of the South Australian Public Health System.

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, 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.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration, and kindness.
- > 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.

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.

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:

Date:

Signature:

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:

Date:

Signature: