

Position	Administrative Services Officer
Classification	ASO2
Division	DASSA
Department / Section / Unit / Ward	Outpatient Services Division
Role reports to	Operationally: > Regional Manager – Northern Services Professionally: > Regional Manager – Northern Services
CHRIS 21 Position Number	Role Created / Review Date
M56900	13/07/2015
Criminal History Clearance Requirements	Immunisation Risk Category
<input checked="" type="checkbox"/> National Police Check	Category C (minimal patient contact)
<input type="checkbox"/> Child - Prescribed (Working with Children Check)	

JOB SPECIFICATION

Primary Objective(s) of role:

As part of an Administrative Services Team responsible to deliver an efficient reception and administrative support service to DASSA's Northern Service. Respond to inquiries (face to face, on the telephone and in writing) in a helpful, professional, and sensitive manner. Schedule and re-schedule client appointments, carry out word processing and data entry, maintain clinical records functions for DASSA services, and general administrative tasks associated with the position in a timely manner. Contribute to the achievement of DASSA's Mission to develop and deliver best practice in preventing the uptake of harmful drug use, reducing the harmful effects of licit and illicit drugs, and offering pathways out of harmful drug use.

Direct Reports: (List positions reporting directly to this position)

Internal:

- > The role communicates with the line manager, Administrative Supervisor (ASO-3) at DASSA Northern Service, daily to discuss clinic requirements for the day, changes in work practices and resolution of difficult issues that arise.
- > The role interacts with a team of other Administrative Services Officers (ASO-2) daily to ensure workloads are met and cover is provided for absences and lunch breaks.
- > The role communicates with staff of a multi-disciplinary health service for daily information sharing to ensure professional and relevant service delivery to its users.
- > The role communicates with the Regional Manager on site in the absence of the Administrative Supervisor (ASO-3) line manager for support and when participating in administrative staff meetings.

External:

- > The role communicates with clients and visitors to DASSA's Northern Service daily providing information, scheduling and re-scheduling appointments, referring to appropriate person or service and collecting information.
- > The role communicates frequently on a weekly basis with the Courts Department, Prison Transfers SAPOL, Solicitors, Legal Firms and other Health and Government Services where legally required, in relation to requests for client information to ensure relevant information is forwarded in a timely manner.

Key Relationships / Interactions:

Internal:

- > Reports to the Director Outpatient Services through the ANCS/Regional Manager via the Administrative Supervisor Services (ASO 3)

External:

- > Nil

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with clients of a complex nature presenting to the service.
- > Ability to manage clients presenting with challenging behaviour (e.g., verbally abusive and/or intimidating behaviour) while being able to display a tolerant and empathetic understanding towards them.
- > Competing demands with fluctuating workloads.
- > May be required to perform the duties as a sole worker for the duration of a daily shift.

Delegations: (As defined in SALHN instruments of delegations)

(Levels/ limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

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 SALHN values and strategic directions.

General Requirements

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures, and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

Special Conditions

- > It is mandatory that no person, whether 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* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment are subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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 Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> > Ensure that service provision and the activities of the division is customer focussed and professionally and effectively conducted by identifying the needs of staff, clients and visitors and providing accurate information on services and the availability of staff in a courteous and helpful manner exercising initiative and judgement, particularly in sensitive and/or high-pressure situations. > Ensure the provision of an effective reception service by operating a multi extension telephone system, attending to telephone and face to face inquiries promptly and in a professional and sensitive manner, identifying and making appropriate referrals and accurately recording and delivering telephone messages in a timely manner. > Send out SMS messages to clients advising of change of appointment time or to update information, to provide the best opportunity for the client to meet their appointment and service needs. Facilitate a timely flowthrough of clients by advising staff of client's arrival and meet appointment schedules. > Record client appointments accurately in the electronic appointment diary reflecting relevant group, program or function and timely cancellation and re-scheduling of clinical appointments in the event of staff absences, following confidentiality procedures when contacting clients and related others, so as not to disadvantage clients. <ul style="list-style-type: none"> > Aid clients by helping them make appointments and completing client appointment reminder cards. > Maintaining a taxi/courier booking and recording system following procedural requirements. > Organising courier deliveries and associated documentation, ensure items and mail delivered to Reception are forwarded to appropriate staff in a timely manner > Undertaking the processing of Australia Post mail ready for posting to be counted, weighed, and recorded daily, including registered and receipted airmail.
Administrative Support	<ul style="list-style-type: none"> > Respond to subpoenas and requests for client information by ensuring correct and appropriate authority has been received; details are entered on the DASSA Clinical Records Request for Client Information Register and check requests are processed promptly and within given time frame to comply with legal requirements. > Maintain stocks of non-electronic forms, stationery, office supplies and consumables at appropriate levels by completing electronic requisitions for purchases on Oracle with appropriate information including Oracle account, program, and order codes to ensure stocks are not depleted, including for the Consultancy Liaison Service. > Report telephone and office equipment faults in a timely manner by following instructions in the procedure's manual or relevant equipment service manual and notifying appropriate staff to ensure continuity of service delivery. > Assess and initiate assistance with daily duties and workloads by liaising with other team members to ensure timely completion of tasks. > Assist duty doctor when needed with processing of interim prescriptions by recording accurate details required by doctor, co-ordinate availability of duty doctor to complete prescription and fax/post to pharmacist for dispensing upon arrival of client ensuring continuity of treatment. > Allocate consulting rooms for clinicians by checking the availability of rooms meet the needs of daily clinics. > Register new clients by entering information on DASSA's computerised clinical records system (CME) and create a clinical record for collecting further information upon additional contact with the service, including for the Consultancy Liaison Service. > Complete accurate data entry and word processing within pre-determined time frames by prioritising workloads to ensure most up to date information is always available.
Interaction	<ul style="list-style-type: none"> > Liaise with Administrative Supervisor on a regular basis to check clinical rosters reflect availability and are accurately recorded in the Outpatient electronic appointment diary to avoid disruption to services and confusion with clients attending for appointments.

	<ul style="list-style-type: none"> > Contribute to staff meetings by reporting on position activities and identifying areas where potential development opportunities may exist to facilitate continuous improvement. <ul style="list-style-type: none"> > Liaise with the Administrative Supervisor by open dialogue regarding details and requirements of allocated tasks as required to ensure appropriate actioning of tasks within agreed timeframes.
Clinical Records	<ul style="list-style-type: none"> > Retrieve and return files to the General Records main repository by checking correct details, completing the movement details on the electronic records system Objective, liaising with staff to ensure accuracy of information recorded and the movement of the file at all times and creating storage space for new and current files. > Enter correspondence onto the electronic records system Objective ensuring accuracy of content and data entry. > Check relevant paperwork is contained within the file by chasing up absent paperwork and accurately filing loose paperwork before it is moved to ensure it reflects the completed record with most current information. <ul style="list-style-type: none"> > Participate in the sentencing of general records for offsite storage and ultimate destruction.
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Contribute to ensuring reception area, waiting room, photocopier, and its surrounds and office is kept in a neat and tidy state by checking, cleaning, and tidying daily to keep the areas presentable and functional for the use of others. > Contribute to environmental awareness by ensuring at the end of each day lights and office equipment, including air conditioners, are switched off and windows and doors are closed within your work area before leaving to reduce energy consumption and avoid security alarm call outs. > Maintain knowledge on security systems and procedures by participating in emergency drills, taking responsibility for reading information and updates sent via emails and other means and adhering to instructions as well as maintaining awareness of surroundings within the clinic and grounds to ensure the safety of staff and visitors. <ul style="list-style-type: none"> > Maintain position procedures manual by documenting changes to functions and routines, including any changes to the position and/or procedures is recorded at the time of implementation to ensure an accurate instruction is available to any staff who may need to access the information. <ul style="list-style-type: none"> > Review activities relevant to your responsibility within the service by assessing processes and assisting with quality improvement surveys to ensure optimum and relevant service delivery. > Prioritise work, set own time structures and display flexibility in coping with unexpected workloads by assessing daily tasks and using judgement to make decisions to ensure work is completed within acceptable time frames. > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health, and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Proven excellent interpersonal, verbal, written and face to face communication skills.
- > Demonstrated ability to deal with sensitive issues, use initiative, tact and diplomacy and handle difficult situations in a calm, positive manner, with excellent problem-solving skills.
- > Demonstrated ability to effectively produce work of a high standard and with attention to accuracy and presentation, and within predetermined time frames.
- > Ability to use and offer practical solutions, be flexible and adapt to changing needs within an office environment.
- > Willingness to contribute to a culture of respect and high ethical standards, maintaining complete confidentiality.
- > Demonstrated keyboard skills of 60 words per minute with 98% accuracy, data entry speed of greater than 5000 ksph
- > Proven commitment to the principles and practise of:
 - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
 - Quality management and the provision of person and family centred care.
 - Risk management.

Experience

- > Demonstrated experience and proficiency in Reception/Administrative functions and procedures within a health environment/setting.
- > Demonstrated experience in developing effective working relationships, working collaboratively, and contributing positively to meet goals and objectives within a multi-disciplinary team environment.
- > Demonstrated experience and competency working with limited supervision as well as within a team environment.
- > Demonstrated experience and competency in dealing with difficult clients.
- > Demonstrated experience and competency, at an intermediate or higher level, in the use of the Microsoft suite of programs, including Windows 7, Word, Excel and Outlook.
- > Proven experience and proficiency in the use of an electronic client information system and undertaking data entry.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Knowledge and commitment to the issue of confidentiality.
- > Sound knowledge of grammar, spelling and document layout.
- > Knowledge of customer service principles.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- > NA

Experience

- > Proven experience in basic computing skills, including email and word processing.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- > NA

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.

SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

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.

Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	<ul style="list-style-type: none"> > Women's and Children's Health Network
Metropolitan	<ul style="list-style-type: none"> > Central Adelaide Local Health Network > Northern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	<ul style="list-style-type: none"> > Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing several statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research, and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)



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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Domestic and Family Violence

The Northern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

Role Acceptance

I have read and understand the responsibilities associated with the Administrative Services Officer in the DASSA and organisational context and the values of SA Health as described within this document.

Name

Signature

Date