

People first | Future focused | Ideas driven | Community minded

Administration Role Descriptions

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ASO2

- Ward Clerk ASO2
- Administration support (Food Services) ASO2

ASO3

- Placement and Home Brokerage Officer ASO3

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- Senior Administration Officer ASO4



ROLE DESCRIPTION

Role Title:	Administration Officer		
Classification Code:	ASO2	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Rehabilitation Centre		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Support Services		
Role reports to:	Manager Support Services		
Role Created/ Reviewed Date:	August 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/>	Aged (NPC)	
	<input type="checkbox"/>	Working With Children's Check (WWCC) (DHS)	
	<input checked="" type="checkbox"/>	General Probity (NPC)	
Immunisation Risk Category Requirements:	<input type="checkbox"/>	Category A (direct contact with blood or body substances)	
	<input type="checkbox"/>	Category B (indirect contact with blood or body substances)	
	<input checked="" type="checkbox"/>	Category C (minimal patient contact)	

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is accountable to the Manager Support Services for the provision of an effective and efficient administrative service to the Support Services team. The role will provide but not be limited to, comprehensive administration support in the areas of reception/switchboard, mail service and fleet vehicle bookings.

Key Relationships/ Interactions:

Internal

- Central Adelaide LHN staff
- Administrative Services staff

External

- SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public and patients as requires.

Challenges associated with Role:

Major challenges currently associated with the role include:

- CALHN has committed to a single service, multiple site model where services will be standardised across hospital and health services sites

Delegations:

- Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by the Departmental delegations and policies.

Staff supervised: Indirect

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Ensure the provision of an effective and efficient administrative service by	<ul style="list-style-type: none"> • Attending to and appropriately directing telephone calls and enquires and providing quality customer service by responding to queries. • Ensuring the emergency telephone is promptly responded to and correct procedures are followed in an event of an emergency. • Providing a reception service including receiving visitors to the Campus, monitoring telephone calls dealing with patient enquiries and referring information to the appropriate person. • Receiving and distributing all incoming and outgoing correspondence. • Providing administrative support services including project administration, work processing, general filing, photocopying and faxing. • Issuing transport vouchers and arranging appropriate transportation of client and staff and accurately checking taxi vouchers for payment by finance. • Booking metropolitan and RFDS transport through the hospital patient computer system and ensuring accuracy of detail. • Communicating effectively with the Support Services Unit staff, contractors and other key officers. • Assisting with maintaining confidential filing systems. • Providing a responsive and professional service to hospital staff and clients in areas such as parking, site access, courier services and room bookings. • Regularly keeping abreast of all administrative and policy changes. • Participating in staff appraisals and staff development activities. • Attending and participating in meetings and training workshops. • Providing feedback to management in relation to workloads, administrative improvements and other issues related to the achievements of administrative outcomes.

<p>To contribute toward the provision of a safe and healthy work environment for self and others by Insert key result area</p>	<ul style="list-style-type: none"> • Contribute to the maintenance of a safe work environment by ensuring cleanliness and care of office space and equipment by reporting on any accidents, incidents and near misses. • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others. • Maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.
<p>Support continuous quality Improvement programs and activities that are linked to the organisation's strategic and corporate directions and targets</p>	<ul style="list-style-type: none"> • Assisting with the review and/or development of service and administrative policies, procedures and guidelines. • Assisting with the development and establishment of key performance indicators for all critical activities relevant to the area of responsibility, in accordance with the requirements of the quality evaluation program.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to work with minimal supervision, and contribute to a harmonious team environment, including and ability to prioritise and produce a high volume of work efficiently and accurately.
- Proven ability to work under pressure, using high level of attention to detail to meet agreed timeframes whilst maintaining confidentiality.
- Effective verbal and written communication skills that are suitable for liaison with staff and the public, and an ability to communicate effectively and appropriately with both internal and external clients, including recording and disseminating accurate messages in a timely manner.

Experience:

- Proven secretarial or general administration experience, particularly within a rehabilitation environment, including experience in using a wide range of office and resource equipment and carrying out a range of administrative duties and processes.
- Demonstrated experience in the use of Microsoft software applications including Windows, Word, Excel and Outlook.
- Experience in the provision of accurate data entry using computerised administrative systems.

Knowledge:

- Understanding and commitment to Equal Opportunity and Occupational Health Safety and Welfare policies and Legislation.
- Commitment to customer service principles and general administrative practices and procedures.
- Knowledge of medical terminology.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to demonstrate leadership and apply leadership principles.

Experience:

- Relevant experience as a Secretary/Ward Clerk/Receptionist in a rehabilitation environment.
- Previous experience working in a rehabilitation environment and/or with rehabilitation computerised systems.
- Experience with Microsoft Access, Excel, Power Point and Publisher

Knowledge:

- Knowledge of hospital policies and procedures
- Knowledge of the inter-relationship of hospital departments

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

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)* 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.

Staff are required to provide on the job training to co-workers.

Managers and staff are required to contribute to the safety and quality management system and continuous improvement by:

- > participating in Strategic, Divisional and Team planning activities as require
- > complying with standards of practice
- > aiming to continuously improve the quality of work practices and services.
- > participating in the evaluation of work practices and services
- > participating in the accreditation process as relevant to the position.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

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

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- I am there for my patients and colleagues when they need me most.- I put myself in my patients and colleagues shoes to understand their needs.- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.- I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none">- I look and listen to ensure I fully understand the problem and find a solution.- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.- I invest in my own learning and look for opportunities to explore and introduce new ideas.- I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none">- I embrace leading practices and use them to evolve our ways of working.- I lead and support change to improve patient and organisational outcomes.- I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none">- I put my hand up to lead work that matters.- I am accountable and focused on value.- I value and champion diversity.- I embrace collaboration and constructive partnerships.

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.

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

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

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

Name:

Role Title:

Signature:

Date:



ROLE DESCRIPTION

Role Title:	Ward Clerk
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)
Hospital/ Service/ Cluster	Hampstead Rehabilitation Centre
Division:	Acute and Urgent Care
Department/Section / Unit/ Ward:	CO-ACT
Role reports to:	Nurse Unit Manager and Administration Supervisor
Role Created/ Reviewed Date:	August 2024
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (DHS) <input type="checkbox"/> Working with Children Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input 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 Ward Clerk is responsible for the provision of administrative support and general reception duties to the ward. The incumbent ensures effective administrative coordination of daily ward activities, this includes a teamwork approach, liaising with clinical and nursing staff for bed management, preparation and maintenance of patient records, arranging appointments via Sunrise computerised booking system, ordering and maintaining appropriate stock levels of medical and stationary supplies on the ward via Oracle computerised system and other services.

Key Relationships/ Interactions:

Internal

- Reports to the Nurse Unit Manager
- Works closely with nursing and medical staff using a teamwork approach across a multi-disciplinary team from the ward and other departments

External

- Liaises with other hospital departments and staff, assisting in the provision of general and clinical care to patients
- Must liaise with patients, relatives, and general members of the public

Challenges associated with Role:

Major challenges currently associated with the role include:

- Provision of a range of administration services whilst operating in a clinical environment.
- Operating with a high degree of ethical conduct, including confidentiality, privacy and consideration of patient care.
- Prioritising of work and time management due to demands of the work environment
- Working under limited supervision, applying initiative and using limited judgement through precedents, guidelines, procedures, regulations and instructions

Delegations:

Delegated Level: Nil delegations

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

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 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.

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 both CALHN and the broader 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. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

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

Integrity Statement:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contribute to the provision and maintenance of effective patient records</p>	<ul style="list-style-type: none"> • Requesting, correcting, adding to and updating identification, demographic, social, financial (insurance) and location data on the computer, in the case notes and in ward documents as required by the hospital; • Recording patient movements, transfers and discharges (planned and completed) in Sunrise EMR & PAS; • Scanning documents and filing in patients electronic medical record; • Request case notes and file any loose documents so they can be included in the case notes as soon as possible; • Culling inactive documentation from the files and ward records on a regular basis; • Liaising with clerks in the Emergency Department, Admissions and Tech Suites, and other appropriate areas to ensure that all patient information is complete and current; • Adhering to procedures regarding the confidentiality and security of patient medical records whilst held in the ward; • Providing statistics as required; • Recording inpatient episodes of care for funding purposes by ensuring relevant finance forms are completed.
<p>Assist in the management of patient admissions and discharges</p>	<ul style="list-style-type: none"> • Organising placement of patients in liaison with the NUMs, ANUMs, Nurse Managers and other Inpatient Officers within the service seeking to admit patients to the wards; • Attending to the election (admitting process) process by liaising with the patient and/or relatives to ensure that appropriate documentation has been completed for those patients who have not been formally admitted; • Liaising with clinical staff in preparing documentation for patient discharge and recording discharges; • Attending Huddles, meetings and discussions; • Checking and updating bed state and bed census details; • Updating ward transfer locations and planned discharge dates for inpatients as directed by Nursing Staff and Patient Flow • Liaising with the Security Service for retrieval of patient's personal effects and with the Transport Office to home or to other agencies; • Checking and updating bed state and bed census details; • Booking transport for patients – Ambulance, access cab, taxis, bus; • Booking Outpatient appointments if applicable.
<p>Contribute to the overall day to day general administrative and clerical requirements of patient management</p>	<ul style="list-style-type: none"> • Providing a front-line ward service to the department; • Directing visitors/relatives and maintaining good public relations; • Providing appropriate support to patients, relatives, visitors and general members of the public; • Attending to, screening and appropriately directing telephone calls; • Ensuring that enquiries regarding patient welfare are dealt with confidentially and promptly by directing enquiries to relevant nursing or medical staff; • Liaising with the patient and/or relatives to capture patient demographic information and recording this data on Sunrise EMR & PAS while maintaining confidentiality; • Explaining information requirements to patients and/or relatives and assisting them in completion of forms or provision of information such as insurance status and election options; • Arranging transport to treatment areas;

OFFICIAL

	<ul style="list-style-type: none"> • Requesting and collating case notes, x-rays and other clinical documents as required; • Coordinating and booking interpreting services; • Maintaining prompt, courteous and accurate communications with other administrative staff and with a variety of health professionals; • Organising and completing requests for Facility Services and Biomedical Engineering Services; • Ensuring the maintenance and supply of clinical and administrative equipment, supplies and services to the ward by creating online requisitions using Oracle and non-catalogue items, including the receipting of goods, following up on outstanding orders, actioning and processing invoices received through Basware.
<p>Assist in the efficient and effective running of the ward</p>	<ul style="list-style-type: none"> • Adopting knowledge and upholding new procedures, workflows, guidelines and standards relating to administrative services; • Assisting in the orientation and training of administrative staff; • Providing relevant statistics and other information to the Administrative Coordinator or delegate; • Participating in departmental meetings, staff appraisal and staff development activities; • Carrying out small projects (and information gathering) under direction (i.e. collecting and compiling information) e.g. Investigating complaints.
<p>Assist in the provision of quality improvement by taking a leadership role in quality control reviews through Equip and improvement programs</p>	<ul style="list-style-type: none"> • Maintaining a strong customer focus; • Ensuring a commitment to continuous improvement; • Operating under the Code of Conduct for SA Public Sector Employees and CALHN Corporate Policies, including Confidentiality Code of Conduct; • Regularly reviewing and keeping abreast of all administrative and policy changes; • Taking action in preventing and correcting errors whenever possible; • Participating in the design and conduct of quality assurance programs in the ward; • Assisting in planning improvements and changes to procedures (e.g.) devise and/or follow up recommendations from quality assurance programs; • Attending and participating in meetings and training workshops; • Actively contributing to the relevant Stream's Administrative Forum; • Participating in staff appraisal and staff development activities; • Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty. As required assist administrative staff in resolving difficulties and conflicts and report any major conflicts/difficulties to the Administrative Coordinator or delegate; • Providing timely negotiation of leave and notification of sick leave with the Administrative Coordinator that have impact on service delivery.
<p>To contribute toward the provision of a safe, healthy and equitable work environment for self and others</p>	<ul style="list-style-type: none"> • Reporting all accidents, incidents and near misses; • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others; • Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures; • Maintaining knowledge of and adhering to the principle standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Nil

Personal Abilities/Aptitudes/Skills:

- Ability to work with minimal supervision.
- Demonstrated ability to communicate sensitively and effectively with all patients, both face to face and over the telephone.
- Effective verbal and written communications skills suitable for liaison with public and staff within a multi-disciplinary workplace.
- Ability problem solve with limited assistance, using initiative and judgment.
- Ability to cope with a high volume of work, prioritise workloads and meet stringent timeframes.
- Proven ability to contribute to and work in a harmonious team environment.
- Demonstrated ability to deal with sensitive material and confidential matters.
- Ability to adapt to a changing environment.
- Ability to accurately enter data into databases/information systems.

Experience

- Previous experience in an office environment.
- Experience working in an area of public contact.
- Demonstrated experience in the use Microsoft software applications eg Word, Excel and Outlook.
- Previous experience using a computerised administrative and booking system.

Knowledge

- Knowledge of Occupational Health, Safety and Welfare policies and procedures and their application in the workplace.
- Knowledge of medical terminology.
- Sound knowledge of administrative practices and procedures.
- Knowledge of and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills

Experience

- Experience working within a health environment.
- Experience in the use patient based computer information systems and PC software programs used within a hospital environment eg SUNRISE, ORACLE OACIS,
- Experience in establishing and maintaining appropriate medical records.

Knowledge

- Knowledge of hospital policies and procedures

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Strategic 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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values

People first

Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

Ideas driven

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

Future focussed

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

Community minded

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

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 understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name:

Signature:

Date:



ROLE DESCRIPTION

Role Title:	Placement and Home Brokerage Officer		
Classification Code:	ASO3 (subject to classification)	Position Number	TBA
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Rehabilitation Centre		
Division:	CO-ACT Model		
Department/Section / Unit/ Ward:	Access and Community Brokerage, CO-ACT Hampstead Rehabilitation Centre		
Role reports to:	Access and Community Brokerage Manager		
Role Created/ Reviewed Date:	August 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children's Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)		
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input 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 Statewide Care of Older Person and Community Transition (CO-ACT) Access and Community Brokerage team works within the Central Adelaide Local Health Network (CALHN) in liaison with all South Australia LHNs, to facilitate successful statewide community brokerage and discharge planning.

The Placement & Home Brokerage Officer is an important role within the Access and Community Brokerage service, assisting patient flow out into the community, and maximising the health care outcomes for all patients over the age of 65 years and for those over 50 years of Aboriginal and Torres Strait Islander descent. This role will:-

- Provide support for the planning and execution of the progression of a patient's transition into aged care through facilitation and submission of admission paperwork to relevant enterprise;
- Provide support to the patient and family/carer by advocating for their preferences, within the context of available SA Health home-based or community services;
- Provide administrative support and facilitation of equipment or home/community care in-reach in line with the identified discharge plan for the relevant consumer.

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- Maintains a close working relationship with the Access and Community Brokerage Manager;
- Maintains a working relationship with the CO-ACT Allied Health Senior Manager;
- Collaborative working relationships with the multidisciplinary teams on site at HRC, including Allied Health, Nursing, Medical and administrative.

External

- Maintains relationships with aged care placement community teams, across the NALHN, SALHN and CALHN catchment areas;
- Maintains relationships with aged care placement community teams, across the Country LHN catchment areas;
- Maintains relationships with non-government organisations or other government organisations and brokered service providers.
- Medicare Australia
- Representatives of the Department of Health and SA Health.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working across Local Health Networks and the acute, sub-acute and community sectors;
- Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour

Delegations:

- Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Community Brokerage	<ul style="list-style-type: none"> • The key role of the Access and Community Brokerage team is to broker aged care services and supports, in line with a patient's wishes, budget and location. The team is responsible for the delivery of services to meet the needs of older people with complex health and care needs as they transition from hospital back to the community. The Placement and Home Brokerage Officer will contribute to the administrative function of this comprehensive and integrated range of services. • Providing administrative support and function to the Access and Community Brokerage team, engaging with the wider multidisciplinary team and external service providers regarding matters of discharge planning and home or community placement; • Assisting the key professionals who work alongside our aged care patients who are stuck in hospital and require suitable interim and/or long-term solutions within SA Health home-based or non-governmental community providers; • Working as a key member of a multidisciplinary team, including health professionals and service providers from acute, sub-acute and community sectors;

Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> • Utilising a combination of community brokerage approaches, under the supervision of the Access and Community Brokerage senior team. • Within own sphere of influence, ensure that service provision and the activities of the Division are customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.
<p>Ensure a confidential support service by maintaining efficient, high quality and effective administrative systems.</p>	<p>Ensuring provision of a confidential administrative support to the CO-ACT Model by:</p> <ul style="list-style-type: none"> • Collation and submission of required documentation to stakeholders for the purpose of brokerage; • Collection and entry of required datasets and participating in the review and evaluation of this as required. • Effectively managing appointments and correspondence; • Scheduling meetings and assisting with the preparation and distribution of agendas and papers and with the organisation of meeting facilities; • Taking initiative in the collation, preparation and presentation of information for consideration.
<p>Ensure effective networks through positive and effective working relationships with stakeholders.</p>	<p>Develop and maintain appropriate networks and relationships to ensure efficient and effective running of CO-ACT Model by:</p> <ul style="list-style-type: none"> • Identifying, monitoring and attending to urgent enquiries on behalf of the CO-ACT Model Team (as appropriate) and ensuring resolution and quality control of responses being sent on behalf of Management; • Supporting discharge planning in conjunction with other team members; • Providing interface between CO-ACT Model and other health service executive, Department of Health, other government and non-government services/offices; • Providing information to patients, families, carers and community services; • Contributing to the development of a professional public image of Sub-Acute Services, Complex Medicine, CALHN.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to provide consistent and timely high level support
- Demonstrated ability to work in a flexible and effective manner generally under the pressure of deadlines
- Demonstrated ability to communicate, both verbally and in writing to a wide range of audiences
- Ability to adapt to workplace changes
- Demonstrated ability to utilise the Microsoft Suite of software applications, including word processing and excel
- Demonstrated willingness to undertake training in new systems and technologies and to quickly learn and deploy new skills in the workplace
- Demonstrated ability to deploy effective interpersonal skills, especially in conflict situations
- Demonstrated ability to analyse problems and provide appropriate solutions

Experience:

- Experience in the provision of a comprehensive and efficient range of administrative, and secretarial support services, including the preparation of correspondence, agendas and minutes as well as the management of diary appointments;
- Experience in the manipulation of computing software to produce high quality documents and presentation materials;
- Prior experience in a healthcare setting.

Knowledge:

- Knowledge of administrative procedures and policies within the SA Public Sector
- Knowledge of records management systems
- Knowledge of financial management and accrual accounting principles, standards and practices
- Understanding of Workplace Health and Safety principles and procedures
- Understanding of Quality Management principles and procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- First Aid Certificate

Personal Abilities/Aptitudes/Skills:

- A passion and enthusiasm for aged care;

Experience:

- Experience in undertaking project/research activities
- Experience in analysing, interpreting and presenting data in a logical manner
- Experience in a financial operations environment

Knowledge:

- Knowledge of the health system in South Australia and particularly of activities and services of the Central Adelaide Local Health Network;
- Knowledge of the Aged Care sector.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

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)* 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.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

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

Organisational Context

Organisational Overview:

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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.

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Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"> - I am there for my patients and colleagues when they need me most. - I put myself in my patients and colleagues shoes to understand their needs. - I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. - I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none"> - I look and listen to ensure I fully understand the problem and find a solution. - I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. - I invest in my own learning and look for opportunities to explore and introduce new ideas. - I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none"> - I embrace leading practices and use them to evolve our ways of working. - I lead and support change to improve patient and organisational outcomes. - I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none"> - I put my hand up to lead work that matters. - I am accountable and focused on value. - I value and champion diversity. - I embrace collaboration and constructive partnerships.

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.

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

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

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

Name:

Role Title:

Signature:

Date:



ROLE DESCRIPTION

Role Title:	Senior Administration Officer		
Classification Code:	ASO4	Position Number	TBA
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Rehabilitation Centre		
Division:	Acute and Urgent Care		
Department/Section / Unit/ Ward:	CO-ACT		
Role reports to:	Nurse Director (Nurse Lead) COACT		
Role Created	July 2024		
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC or DHS) <input type="checkbox"/> Working With Children's Check (DHS) <input checked="" type="checkbox"/> National Police Check (NPC)		
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input 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 Senior Administration Officer is accountable for the provision of administrative, financial and human resource support to the Statewide Care of the Older Person and Community Transition (CO-ACT) model. Duties include the provision of effective and efficient confidential administration and support services including preparation of reports, briefing notes, data collection and analysis, to assist with the resolution of complex and sensitive clinical issues.

The role also provides secretarial support such as diary management to the Nurse Director (Nurse Lead) COACT (Registered Nurse).

Direct Reports:

- Nil

Key Relationships/ Interactions:

Internal

- Senior Executive and Clinicians
- Liaises with relevant Nurse Leads
- Liaises with Senior Business Consultants
- Establish working relations and interact with Health Units within LHNs, the Department of Health and other government and non-government stakeholders

External

- Residential Aged Care Facilities
- Private hospitals
- Local Health Networks
- NGO Service Providers
- Care Awaiting Placement services
- SA Health

Challenges associated with Role:

Major challenges currently associated with the role include:

- Negotiating complex family situations
- Working with external residential aged care providers
- Supporting the development of new and emerging administration systems in a changing environment.
- Ensuring the accuracy of month, quarterly and yearly data reports.
- Maintaining effective relationships with Service Providers to ensure timely submission of financial data.

Delegations:

- Refer to CALHN HR Delegations and Finance Delegations.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Application and adherence to best practice operations and service delivery ensuring adherence to Health strategic priorities.	<ul style="list-style-type: none"> • Implement best practice operations and service delivery which supports the strategic objectives of the COACT model. • Identify opportunities for best practice utilising knowledge of Statewide programs and policies.
Provide operational support by providing high level timely and accurate advice, and clear and high quality documentation.	<ul style="list-style-type: none"> • Facilitate and co-ordinate the provision of high quality and timely information and advice • Undertake reports and briefing notes related to the programme and/or portfolio areas • Undertake and facilitate projects involving data collection and information gathering in relation to identified issues/planning • Preparing memos, letters, Minutes and submissions • Initiating action as deemed appropriate or urgent matters directed by the Executive
Contribute to quality outcomes and service development by participating in regular quality assurance activities, staff appraisal and performance development activities.	<ul style="list-style-type: none"> • Maintain statistical and management information for planning, monitoring and reporting purposes, with emphasis on key performance indicators in relation to the placement process as directed by Executive. • Participate in the Development Discussions program.
Contribution to effective operation and administration of the unit	<ul style="list-style-type: none"> • Contribute top and ensure an integrated team approach results in a culture which is highly responsive to the needs of consumers. • Responsible for the administrative functionality of the COACT services • Contributing to the promotion and implementation of the objects and principles of the Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). • Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. • Contribute and participate in policy development and/or implementation regarding the placement and discharging of patients
Ensure a confidential support service by maintaining efficient, high quality and effective administrative systems.	<ul style="list-style-type: none"> • Take initiative in the collation, preparation and presentation of information for consideration as requested by Executive • Undertake analysis and research and provide recommendations to improve administration
Ensure effective networks through positive and effective working relationships with stakeholders.	<ul style="list-style-type: none"> • Develop and maintain appropriate networks and relationships to ensure efficient and effective running of the COACT model • Responsible for ensuring the interface between COACT model and other health service executive, Department of Health, other government, and non- government services/offices achieves desired outcomes • Identifying, monitoring and attending to urgent enquiries on behalf of the COACT (as appropriate) and ensuring resolution and quality control of responses being sent on behalf of Management.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Ability to relate to a wide range of people, including patients, families, clerical staff, clinical staff, Aged Care Assessment Teams and Directors, Supervisors and Managers of Residential Aged Care Facilities.
- Ability to empathise with patients, families and carers.
- Good oral and written communications skills, ability to negotiate, and to manage conflict.
- Ability to co-ordinate and prioritise several tasks simultaneously to meet deadlines.
- Ability to work effectively both independently and as part of a team.
- Ability to analyse statistical data and develop options and make recommendations on this basis.

Experience:

- Proven experience in basic computing skills, including email and word processing
- Experience in using a range of software packages, e.g. excel spreadsheets and database packages
- Experience in working within a hospital, Aged Care or other human services system.
- Experience in developing information packages.
- 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 of Residential Aged Care facilities and other supported residential accommodation.
- An understanding of the effects that life transitions, particularly moving into a Residential Aged Care Facility or other Supported Residential Accommodation may have on patients and their carers and families

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Diploma in Community Services and Health or within a Business or Administrative area of study

Personal Abilities/Aptitudes/Skills:

- Ability to empathise with patients, families and carers

Experience:

- Proven experience in basic computing skills, including email and word processing.
- Experience in working as a Welfare Officer or information officer within a human services organisation.

Knowledge:

- Awareness of the Charter of Health and Community Services rights.
- Possess a thorough knowledge of the Aged Care sector, particularly with respect to procedures for assessment and approval of entry into Residential Aged Care Facilities
- An understanding of a Welfare Officer's role and its interface with the Social Worker's role
- Knowledge of the health system in South Australia and particularly of activities and services of SA Health.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

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)* 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.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

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

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

Values

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values	Behaviours
<i>People first</i>	<ul style="list-style-type: none"> - I am there for my patients and colleagues when they need me most. - I put myself in my patients and colleagues shoes to understand their needs. - I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. - I respect uniqueness in my colleagues, our patients and their families.
<i>Ideas driven</i>	<ul style="list-style-type: none"> - I look and listen to ensure I fully understand the problem and find a solution. - I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. - I invest in my own learning and look for opportunities to explore and introduce new ideas. - I am interested in critical research and how it informs creative thinking.
<i>Future focussed</i>	<ul style="list-style-type: none"> - I embrace leading practices and use them to evolve our ways of working. - I lead and support change to improve patient and organisational outcomes. - I am constantly on the look-out for opportunities to improve.
<i>Community minded</i>	<ul style="list-style-type: none"> - I put my hand up to lead work that matters. - I am accountable and focused on value. - I value and champion diversity. - I embrace collaboration and constructive partnerships.

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.

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

Role Acceptance

Employee 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:

Approvals

Role Description Delegate Approval

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

Name:

Role Title:

Signature:

Date: