



ROLE DESCRIPTION

Role Title:	Senior Administrative Officer		
Classification Code:	ASO4	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	RAH/TQEH/HRC/Repat		
Division:	Nursing		
Department/Section / Unit/ Ward:	EDON office		
Role reports to:	Director of Nursing – EDON office		
Role Created/ Reviewed Date:	February 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 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 Senior Administrative Officer (ASO-4) is responsible for the management of the business, financial and administrative activities of the EDON office and Central Adelaide Local Health Network.
 - This position entails using a teamwork approach to lead the Administrative Services, co-ordinating administrative workloads and work processes, initiating administrative systems and processes to support existing and emerging activities undertaken by the EDON office with a degree of autonomy. 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 CALHN issues.
- The role supports DONs EDON office in diary scheduling, meeting coordination and providing admin support to the DONs role.

Direct Reports:

- Reports to Nursing Directors (Level 6),
Nil

Key Relationships/ Interactions:

- The Senior Administrative Officer (ASO-4) incumbent reports on a daily basis to the DON, EDON office. The ASO-4 manages the Administrative Services of projects, reports writing and support activities undertaken by EDON office. This role works closely with Nursing Practice Improvement Unit team in coordination of projects, data collection and analysis, report writing, briefing and communication to go out from EDON office.

Internal

The Senior Administrative Officer liaises with administrative staff and nursing staff within Central Adelaide Local Health Network.

External

- Other LHNs/DHW.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Participate in administrative position rotations as required.
- Work at any site within CALHN
- Attend relevant administrative, departmental meetings and planning sessions
- Attend relevant education and training sessions as required
- Participate in 6 monthly performance review and development process
- Undertake some out of hours work, especially during peak program periods
- Have a flexible approach to working hours.

Delegations:

Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Supporting Projects and Programs	<p>Contribute to the planning and implementation of relevant corporate projects as a team member by :</p> <ul style="list-style-type: none"> • Undertaking project and policy work for EDON office with a degree of autonomy or limited direction. • Contribute towards analytical and investigative skills in order to undertake analysis of information and to prepare recommendations for action. • Sound ability to communicate effectively in writing. • Use of initiative and judgement where procedures are not clearly defined, the identification of desired performance outcomes, autonomy of operation within broadly defined guidelines. • Ensuring effective consultation throughout the project, promulgating outputs and outcomes. • Utilising information management systems to inform project deliberations analyse project findings and validate project outputs. • Developing strategies in response to issues and opportunities as identified. • Providing timely informative reports to project sponsors and managers. Relating project findings or outcomes to planning, strategy development and reforms.
Administrative Support and Diary Management	<p>Exercise administrative responsibility for the provision of a high quality secretarial service to the Directors of Nursing including:</p> <ul style="list-style-type: none"> • Acting as contact point for internal and external staff and stakeholders. • Ensure effective and efficient workflow management. • Providing brief and correspondence management ensuring quality and timeliness. • Producing project reports, briefings and professional correspondence. • Producing high quality documents using Word, PowerPoint and Excel. • Providing a broad range of administrative support services on a range of functions to the Directors of Nursing, EDON office. • Contributing to sourcing appropriate and accurate data (client and service delivery) for use by the DONs. • Undertaking proactive diary /schedule management of the DONs priorities and commitments. • Scheduling all appointments, conferences and other engagements and other commitments; handles changes or cancellations as deemed necessary and/or appropriate. • Coordinating and facilitating meetings, booking rooms and liaising with attendees developing agenda, taking minutes of meeting, note taking and maintaining a system of follow up on outstanding matters and or action items. • Provide the DONs with background information, meeting summaries and/or supporting documents in preparation for scheduled appointments, meeting, and other engagements; • Develop and prepare critical content including agendas, presentations, briefing reports, and trainings that help create cohesion and consistency.

Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> • Process financial payments on behalf of the DONs • Provide crossover with other EAs and administrative staff in EDON office including: <ul style="list-style-type: none"> ○ Telephone and offices cover during full spectrum of office hours. ○ Participating and supporting the implementation and maintenance of systems for data and file management. <p>Assisting the Nursing Practice Improvement Unit and DONs including undertaking minor projects and research, reviewing policies, systems, procedures and protocols.</p>
Team Culture and Values	<ul style="list-style-type: none"> • Developing and maintaining productive working relationships with all members of the team • Ensuring clear, effective communication is achieved and supported by maintaining consultative processes with the Nursing Directors. • Exercising initiative, authority and judgement in the management of projects as a team member. • Assisting with evaluation of work practices and methods, making recommendations and assist in implementing changes • Collating information and writing effective communications for broader teams. <p>Working closely with EDON Admin Support role for emergent leave cover, build succession planning for planned leave and ensure collaborative work relationships exist for high priority activities in EDON office.</p>
Communication, Correspondence Management and Stakeholder relationship	<ul style="list-style-type: none"> • Overseeing ordering processes for supplies in EDON office • Implementing furnishing and equipment maintenance and replacement as required. • Preparing proposals for new and replacement equipment and supplies • Ensuring WHS and Procurement Policies are met by the EDON office. • Prepare written communication including executive briefs of a professional standard for Executive. • Ensure that the content of all written communication is prompt, complete and accurate and meets the standards of clarity and brevity and is consistent with protocols. • Establish effective relationships with key internal and external stakeholders as relevant. • Develop and implement communication strategies to streamline effective working relationships and communication methods in relation to the EDON office.
Quality improvement activities	<ul style="list-style-type: none"> • Attending the Nursing Practice Improvement Unit meetings and actively engaging in quality improvement initiatives as a team member. • Identifying areas for improvement within scope of practice and facilitating corrective action • Leading and monitoring document template reviews and monitoring process requirements from administrative perspective. • Reviewing and updating administrative procedure manuals and participating in the review of procedures and manuals • Facilitating and / or participating in internal audit processes in relation to the Department and administrative processes

Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> • Undertaking minor projects as a team member as directed by the DONs, EDON office. • Identifying and accessing professional development activities <p>Ensure as administrative team member, has the training required to comply with external reporting requirements.</p>
<p>Promotes and implements the development and maintenance of a safe environment by participating in activities relating to:</p>	<ul style="list-style-type: none"> • Accident prevention • Workforce health and safety • Infection control • Prevention of sexual harassment • Prevention of negatively discriminating behaviour • Cultural awareness • Implementing and monitoring relevant WHS&IM policies and procedures • Consulting with health and safety representative, committees and staff on changes to the workplace which have the potential to impact on health and safety.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to work effectively both independently and as a team member.
- Demonstrated ability to manage administrative processes within a department.
- Demonstrated high level skills in organisation and time management.
- High level numeracy, literacy and keyboard skills.
- Possess demonstrated sound interpersonal, written, verbal communication and negotiation skills.
- Demonstrated effective time management skills, including the ability to prioritise and manage multiple tasks
- Proven ability to prepare timely, clear, concise and high quality written reports, briefing papers and correspondence.
- Proven ability to effectively work under pressure and to tight time constraint and meet deadlines.
- Demonstrated ability to manage demanding work requirements in an environment characterised by large workloads, interruptions and change.
- Demonstrated ability to work under limited direction, to work with a high degree of independence, determine priorities and anticipate the requirements of the EDON office.
- Proven advanced administrative capabilities including providing effective project support
- Proven ability and skills to communicate and negotiate successful outcomes at all levels.
- Proven ability to make effective decisions in a timely manner in a variety of situations and in a rapidly changing environment
- Demonstrated investigative and analytical skills and ability to conceptualise problems, formulate and execute appropriate solutions.

Experience

- Experience developing, implementing and reviewing administration systems and procedures
- Demonstrated experience preparing reports, briefings, and correspondence of some complexity.
- Demonstrated experience establishing, maintaining and reviewing systems, practices, protocols, policies and procedures.
- Proven experience undertaking research activities, including collecting, analysing and reporting on data.
- Demonstrated project management experience.
- Demonstrated experience working in partnership with government agencies and community groups.
- Demonstrated experience in the use of the Microsoft Office suite of products.
- Demonstrated experience arranging and providing high level support for meetings, conferences and functions.
- Demonstrated experience and ability of working successfully within a multi-disciplinary environment.
- Demonstrated experience in the use of Microsoft Applications – Word, Excel and Power Point.

Knowledge

- Principles of working as an effective team member and independently.
- Sound knowledge of and commitment to Equal Opportunity and Occupational Health Safety and Welfare policies and Legislation

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Holds or is working towards Certificate IV Business Administration.

Personal Abilities/Aptitudes/Skills:

- Demonstrated presentation skills

Experience

- Experience working in a hospital/health care environment.
- Demonstrated experience in project support and project management responsibilities

Knowledge

- Understanding of the EDON Office and its role within the Central Adelaide Local Health Network, Royal Adelaide Hospital
- Broad knowledge of the functions and activities of SA Health.
- Sound knowledge of current software programs within the health care system
- Knowledge of ProAct system an advantage
- Awareness of the Charter of Health and Community Services rights.
- Knowledge of the SA Health's strategic directions, policies, procedures and systems
- Knowledge of government strategic directions, policy, procedures and guidelines.
- Knowledge of the health reform agenda and the strategic priorities of Local Health Networks

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

Health Network/ Division/ Department:

The Executive Director of Nursing Office (EDONO) functions as Central Adelaide LHN's corporate headquarters and incorporates a number of key positions and functions including Public Directors of Nursing, Nursing Practice Improvement Unit, Nursing Informatics Systems Unit, Consumer Experience Team, Voluntary Assisted Dying Team and Executive Correspondence which have responsibilities and accountabilities across the LHN. The EDONO has a contemporary LHN Executive Office function within the context of Health Reform, best practice health management and the transition to the new RAH and new model of care which will transform both the range and quality of patient and staff experiences and be linked to innovate programs.

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: