



ROLE DESCRIPTION

Role Title:	Administration Officer		
Classification Code:	ASO2	Position Number	M41417
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Royal Adelaide Hospital/ Operational Services		
Division:	Facility Services		
Department/Section / Unit/ Ward:	Volunteer Services Unit		
Role reports to:	Team Leader Volunteer Services Unit		
Role Created/ Reviewed Date:	Reviewed March 2023		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<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"/> <i>Category C (minimal patient contact)</i>		

ROLE CONTEXT

Primary Objective(s) of role:
The Administrative Officer is accountable to the Team Leader Volunteer Services Unit for the provision of an effective and efficient administrative service to the Volunteer Services Unit across three sites Royal Adelaide Hospital, Hampstead Rehabilitation Centre and Repat Health Precinct.
Key Relationships/ Interactions:
<u>Internal</u> <ul style="list-style-type: none">The Administrative service officer reports to the Team Leader Volunteer Services UnitVolunteersCentral Adelaide LHN staff <u>External</u> <ul style="list-style-type: none">State and Commonwealth Government agencies, contractors and external stakeholders including members of the public

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working towards achieving CALHNs strategy of Single Service Multiple Sites
- Rewarding and recognising Volunteers' contribution to the organisation
- To create and foster a culture of continuous improvement

Delegations:

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

Staff supervised: Nil Staff
400+ Volunteers

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (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 Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *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 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.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of an effective and efficient administrative service to the Volunteer Services Unit by:</p>	<ul style="list-style-type: none"> • Attending to and appropriately directing telephone calls and enquiries and providing quality customer service by responding to queries. • Receiving and distributing all incoming/outgoing correspondence. • Providing administrative support services including project administration, word processing, general filing, photocopying and scanning. • Maintaining the unit's records and files, including maintaining the unit's register, stationary items, office supplies, forms, receiving the delivery of goods, verifying details including processing invoices for payment and reconciliation. • Providing financial administration support to incoming/outgoing invoices, orders and money handling processes • Providing administration support for meetings including organising rooms, sending out meeting requests and agendas and recording minutes. • Provide administration support to Volunteers and staff in the use of the Volunteer personnel database • Regularly keeping abreast of all administrative and policy changes. • Attending and participating in meetings and training workshops, staff appraisal and staff development activities. • Providing feedback in relation to workloads, administrative improvements and other issues related to the achievement of administrative outcomes • Accurately record daily statistics for reporting purposes
<p>Ensure the effective administration and coordination of Volunteer HR administration by:</p>	<ul style="list-style-type: none"> • Maintaining effective records management and data entry practices in relation to volunteer personnel information • Process application from potential volunteer applicants and appropriate record applicant process through the recruitment and selection process • Maintaining accurate records in relation to mandatory requirements associated with volunteer personnel i.e. training, criminal history checks etc. • Provide regular reports to the Team Leader Volunteer Services Unit in relation to reward and recognition achievements in line with the instruction • Process retirements/resignations of volunteers • Prepare terms of engagement packages to be sent to new volunteers including the booking of induction and orientation sessions

	<ul style="list-style-type: none"> • Allocate volunteer branded uniform items and ensure the allocation is appropriately recorded
Ensure the daily coordination of Volunteer and associated activities by:	<ul style="list-style-type: none"> • Ability to work independently with minimal supervision at allocated sites • Ensure the preparation of volunteer rosters and appropriate report to the Team Leader Volunteer Services Unit any drop in volunteering levels • Provide daily direction and assist in coordination of volunteer activities and tasks to the volunteers rostered on • Coordinate patient lists for volunteer attendance on a daily basis • Ensure appropriate travel arrangements are coordinated for volunteers who are assigned to late shifts within the hospital
To contribute toward the provision of a safe and healthy work environment for self and others by:	<ul style="list-style-type: none"> • Contributing to the maintenance of a safe work environment by ensuring cleanliness and care of office space and equipment and 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
Support continuous quality improvement programs and activities that are linked to the organisation's strategic and corporate directions and targets by:	<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. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes. • Ensuring a commitment to continuous improvement. • Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- NIL

Personal Abilities/Aptitudes/Skills:

- Ability to work independently with minimal supervision and work collaboratively with Volunteers and Coordinators to contribute to a harmonious team environment with communicating and supporting in daily operational needs.
- Proven ability to work under pressure, using a high level of attention to detail to meet agreed time frames whilst maintaining confidentiality.
- Effective verbal and written communication skills that are suitable for liaison with Volunteers, staff and the public, and an ability to communicate effectively and appropriately with empathising with people from diverse cultural backgrounds.
- Ability to prioritise and produce a high volume of work efficiently and accurately including flexibility in movement of work locations with multiple site requirements.

Experience

- Proven secretarial or general administration experience, particularly within a hospital 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

- Knowledge and understanding of Equal Employment Opportunity and Work Health and Safety principles and procedures and the commitment to implement them
- Commitment to customer service principles and general administrative practices and procedures.

DESIRABLE CHARACTERISTICS

Experience

- Experience in working with a volunteer service and understanding policies and procedures associated with Volunteering Standards

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to 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., Country Health SA 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:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- Repat Health Precinct Statewide Rehabilitation Services (RHP)
- 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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

Operational Services is responsible for a range of support services including the Facility Services/ Volunteer Service Unit. Operational Services strives for continuous improvement to better support patients and their families through effective and responsive services that meet the needs of Central Adelaide Local Health Network (CALHN) clients.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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 SA Health as described within this document.

Name: _____ **Signature:** _____ **Date:** _____