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SA Health Job Pack – Casual Pool

Job Title	Clinical Administrative Assistant
Job Number	649453
Applications Closing Date	30 June 2019
Region / Division	Country Health SA Local Health Network
Health Service	Port Lincoln Health Services
Location	Port Lincoln
Classification	ASO2
Job Status	Casual
Remuneration*	$50,815 - $55,003 + 25% casual loading (pro rata)

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

☒ Child Related Employment Screening - **DCSI**

☐ Vulnerable Person-Related Employment Screening - **NPC**

☒ Aged Care Sector Employment Screening - **NPC**

☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Sandy Le Brun
Title	Director of Nursing & Midwifery
Phone number	8683 2007
Email address	sandy.lebrun@sa.gov.au

Government of South Australia
SA Health

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position. Aboriginal and Torres Strait Islander applicants are encouraged to apply.
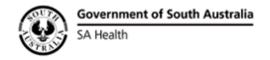
A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

The South Australian public sector promotes diversity and flexible ways of working including part-time. Applicants are encouraged to discuss the flexible working arrangements for this role.

We request that you attach the following to your application -

- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements.

ROLE DESCRIPTION

Role Title:	Clinical Administrative Assistant
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Country Health SA LHN
Hospital/ Service/ Cluster	Eyre and Far North (EFN) Port Lincoln Hospital
Division:	Nursing and Midwifery
Department/Section / Unit/ Ward:	
Role reports to:	Director of Nursing and Midwifery
Criminal History Screening Requirements	☒ Aged (NPC) ☒ Child- Prescribed (DCSI) ☐ Vulnerable (NPC) ☐ General Probity (NPC)
Role Created/ Reviewed Date:	March 11th 2014, November 2015, February 2017 July2017

ROLE CONTEXT

Primary Objective(s) of role:

> The Clinical Administrative Assistant is required to provide a general administrative and clinical support service pertaining to the management of clients in a ward/unit and to facilitate communication within the ward/unit and to other services as required.

Direct Reports:

> The Clinical Administrative Assistant reports and is accountable to the relevant Nurse/Midwife Manager

Key Relationships/ Interactions:

Internal

> Clinical & Non clinical employees – Daily communication - significant
> Nurse/Midwife Managers– Daily communication - significant
> Medical Practitioners- Daily communication – significant
> Radiology – contact variable
> IMVS – contact variable
> Community health personnel – variable

External

> Health Consumers – contact significant
> Medical Practices and health units/nursing homes – contact variable

Challenges associated with Role:

Major challenges currently associated with the role include:

> Competing priorities
> Work prioritisation

Delegations:

>

Resilience:

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

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.

General Requirements:

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

> Work Health and Safety (WHS).
> Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
> Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
> Disability Discrimination.
> 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.

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 Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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
- > 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.
- > Current SA Drivers Licence

Cultural Statement

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of a receptionist role for the ward/unit	> Provision of general reception & administrative duties within the ward unit/level. > Coordinating and facilitating hospital transfers, both country and metropolitan. > Organising the delivery of urgent specimens and requests to IMVS or X-ray > Answering, screening and directing telephone queries using judgement in conveying appropriate information. > Liaising with other departments including the kitchen for admissions and discharges, and timely faxing of referrals to community health.
Provision of an efficient administrative function	> Preparation of medical records on admission and finalising the same on discharge > Active problem solving to ensure patient care is the key focus > Maintenance of records, including filing, and statistics as required within the ward/unit > Acts as a resource and provides general assistance to all employees and Medical Practitioners regarding administrative processes and requirements pertinent to the ward/unit. > Provide education on matters Information Technology to all new employees in the ward/unit > Facilitate seamless movement from the health care setting and into the community, by making follow up appointments prior to discharge
Ensuring effective bed utilisation within the ward/unit	> Liaising with the appropriate Senior Nursing/Midwifery personnel or appropriate Nurse/Midwife Manager and other areas of the health unit, regarding the allocation of beds and transfer and admission of patients > Regularly updating the patient allocation sheet, Operating Room and patient information boards and any other relevant patient information systems > Communication of any relevant patient information promptly to the appropriate N/M Manager.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:
> Ability to provide excellent customer service
> Ability to communicate effectively in writing and verbally.
> Personal initiative, flexibility and problem solving abilities
> An ability to function as a member of a dynamic team.
> High quality time management skills.

Experience

> Demonstrated ability in the use of Microsoft Office products, particularly and advance level of ability in MS Word, MS Excel and the creation and maintenance of MS Access Databases

Knowledge
> Understanding of the modern health care setting
> Sound knowledge of spelling and grammar.
> Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications
>

Personal Abilities/Aptitudes/Skills:
>

Experience
> Broad experience in the health care or human services setting

Knowledge
> Knowledge of the operations of Country Health SA Local Health Network and the core business of the Port Lincoln Hospital

Organisational Context

Organisational Overview:

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

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

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

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.

Health Network/ Division/ Department:

Values

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.

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: Sandy Lebrun   **Role Title:** Director of Nursing and Midwifery

Signature: *Sandy LeBrun.*   **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: