



## ROLE DESCRIPTION

<b>Role Title:</b>	Assessment Officer
<b>Classification Code:</b>	ASO5
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	Health and Community Services Complaints Commissioner (HCSCC)
<b>Division:</b>	Health and Community Services Complaints Commissioner (HCSCC)
<b>Department/Section / Unit/ Ward:</b>	Health and Community Services Complaints Commissioner (HCSCC)
<b>Role reports to:</b>	Manager, Assessment Service
<b>Role Created/ Reviewed Date:</b>	January 2024
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<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 Assessment Officer is responsible for planning, coordinating and undertaking a range of complaint receipt, assessment and resolution functions and services for the Health and Community Services Complaints Commissioner (HCSCC).

The role provides a responsive first point of contact service to consumers, clients and health services in relation to complaint enquiries under the *Health and Community Services Complaints Act 2004* (the Act), including identify and analysing complex complaints and providing expert advice, assistance and information.

The Assessment Officer also coordinates and conducts preliminary inquiries including analysing a range of complaint related information, undertaking negotiation and facilitation processes with all parties and advising complainants and service providers of outcomes.

### Direct Reports:

> Not applicable.

### Key Relationships/ Interactions:

#### Internal

- > Reports to the Manager, Assessment Service.
- > Works closely with the Complaint Resolution Service.
- > Works collaboratively with HCSCC office management and staff.

#### External

- > Complainants including consumers, carers and complainants and special needs groups.
- > Service providers and registration authorities.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Delivering high quality services and managing a high volume workload of incoming enquiries and complaints, competing priorities and stakeholder expectations.
- > Coordinating and conducting impartial preliminary inquiry including dealing with complex and sometimes distressing complaint material, for example: regarding end of life care, and engaging with complainants exhibiting challenging behaviour;
- > Identifying and analysing complex complaints including engaging with complainants requiring special assistance, or who fall within the special needs groups defined by the *Health and Community Services Complaints Act 2004 (SA)*.

**Delegations:**

- > Not applicable

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<b>Advice and Assessment Services</b>	<ul style="list-style-type: none"> <li>&gt; Plan, coordinate and undertake a range of complaint receipt, assessment and resolution functions and services as a first point of contact for the Health and Community Services Complaints Commissioner (HCSCC).</li> <li>&gt; Provide a responsive liaison service to consumers, clients and health services in relation to general enquiries, including within the scope of the Act.</li> <li>&gt; Provide advice and information on complex matters including the HCSCC's jurisdiction, procedures and services and provide referrals to other agencies as appropriate.</li> <li>&gt; Provide impartial advice and assistance to consumers to resolve their complaints including in identifying appropriate health and community service providers and lodging complaints, taking into account client requirements and special needs.</li> <li>&gt; Identify and analyse complex complaints and refer highly sensitive matters to the Manager, Assessment Service including providing related information and recommendations.</li> <li>&gt; Provide consultancy and information to, service providers to promote and ensure timely and appropriate responses to complaints.</li> <li>&gt; Monitor and maintain the complaints management database to ensure comprehensive records of new and ongoing complaint matters.</li> <li>&gt; Promote the principles of the HCSCC Charter of Health and Community Services Rights (the Act, s22).</li> </ul>
<b>s30 Preliminary Inquiry</b>	<ul style="list-style-type: none"> <li>&gt; Coordinate and conduct preliminary complaint inquiry including identifying and working collaboratively with complainants, registered service providers, relevant registration authorities and related parties.</li> <li>&gt; Analyse a range of complaint related information provided to determine required actions, including consulting with agencies that may also have jurisdiction for a complaint.</li> <li>&gt; Undertake negotiations and facilitation processes with all parties to assist in the resolution of complaints.</li> <li>&gt; Advise complainants and service providers of the outcome of</li> </ul>

	preliminary inquiry including preparing and distributing a range of appropriate reporting, letters and correspondence.
<b>Administration Services</b>	<ul style="list-style-type: none"> <li>&gt; Coordinate, monitor and deliver a range of administration processes and services including developing and disseminating a range of high quality documents, reports and spreadsheets.</li> <li>&gt; Coordinate and undertake the maintenance, review and customisation of the HCSCC complaints database including liaising with the team, management and software supplier in the development and implementation of improvement initiatives.</li> <li>&gt; Identify, plan and undertake continuous improvement processes including providing expert advice and contribution to the development and maintenance of processes and document templates.</li> <li>&gt; Undertake the collation and analysis of data and information and produce a range of regular and ad hoc statistical and qualitative reports to inform business planning and operations.</li> <li>&gt; Provide a responsive point of contact service for general HCSCC administrative enquiries, particularly in times of heavy demand.</li> </ul>
<b>Project Contribution</b>	<ul style="list-style-type: none"> <li>&gt; Plan, coordinate and report on HCSCC complaint related projects and research, including analysing results and preparing written reports and recommendations.</li> <li>&gt; Develop, implement and undertake project quality assurance processes to ensure the effective control and administration of project deliverables, the preparation of status reporting and the dissemination of information to appropriate parties.</li> <li>&gt; Develop and maintain collaborative working relationships with internal and external project stakeholders, organisations and individuals.</li> <li>&gt; Provide expert advice to, and active participation in, relevant committees, working groups and outreach activities, including representing HCSCC at various events and expos and providing information to the public.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > N/A.

#### Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to provide excellent customer service, use discretion and diplomacy to deal with matters of a sensitive and confidential nature, and quickly identify and capture complaint-related issues and relevant information.
- > Demonstrated ability to exercise judgement and delegated authority in planning and delivering research and inquiry into complaints, selecting methods and techniques based on sound judgment and providing advice and recommendations whilst maintaining an impartial approach.
- > Proven ability to work both independently and as part of a team, under limited direction, to identify performance outcomes, set priorities, and plan and schedule complex, high volume work to achieve effective results.

- > Well-developed interpersonal and written and verbal communication skills to liaise and negotiate effectively with people at all levels, foster the cooperation and support of team members and stakeholders, and prepare sound analysis and clear written reports and briefings.

**Experience:**

- > Demonstrated experience in coordinating and delivering high quality customer complaint resolution services, including identifying concerns, assessing issues, identifying further actions and providing high quality information and advice in plain language.
- > Proven experience in undertaking preliminary inquiry, research and analysis including analysing complex complaint related information, undertaking negotiation and facilitation processes with all parties and preparing a range of documentation and reporting.
- > Proven experience in establishing, maintaining and monitoring effective project management, records management and administrative systems, processes and tools and effectively utilising the Microsoft Office suite of applications including Outlook, Word and Excel.

**Knowledge:**

- > Sound knowledge of contemporary administrative processes and practices, data and records management systems and processes, and information analysis methodologies and tools.
- > Demonstrated knowledge of complaint handling processes and practices within the health or community services sector.
- > Knowledge of HCSCC program activities and the *Health and Community Services Complaints Act 2004*.

**DESIRABLE CHARACTERISTICS**

**Educational/Vocational Qualifications:**

- > Nil.

**Personal Abilities/Aptitudes/Skills:**

- > Nil.

**Experience:**

- > Experience in complaint handling within health and/or community services involving complex and sensitive situations.
- > Experience with working with people belonging to special needs groups, as detailed in the H&CSC Act section 9 (2) & (3), Proven experience in database development and website administration.

**Knowledge:**

- > Knowledge of the Australian Standard AS ISO 10002-2006 Customer Satisfaction-Guidelines for complaints handling in organisations.
- > Knowledge of the ACSQHC Better Practice Guidelines on Complaints Management for Health Care Services and Service Excellence Framework.
- > Knowledge of public, private and non-government organisation health and community services sectors.

### 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 the 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 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.

HCSCC employees will observe and support HCSCC's record management policy and procedures.

**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:

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 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.

### Health Network/ Division/ Department:

Office of the Health and Community Services Complaints Commissioner

The office of the Health and Community Services Complaints Commissioner is an independent statutory office established by the *Health and Community Services Complaints Act 2004* (the Act).

HCSCC investigates complaints about public, private and non-government health and community services, including disability and child protection services.

Administratively, HCSCC is assisted by SA Health in terms of financial, budgetary, office leasing, information technology and human resources support.

The incumbent will be an SA Health employee, working for the HCSCC as provided for in the Act and bound by HCSCC/SA Health values and the Code of Ethics for the SA Public Sector (see next page).

## 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.

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.*

## 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

### Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6