



ROLE DESCRIPTION

Role Title:	Thoracic Medicine Outpatient Frontline Administration Support		
Classification Code:	ASO2	Position Number	P27798
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Heart and Lung		
Division:	The Royal Adelaide Hospital & The Queen Elizabeth Hospital		
Department/Section / Unit/ Ward:	Department of Thoracic Medicine		
Role reports to:	Outpatient Co-ordinator		
Role Created/ Reviewed Date:	Reviewed June 2023		
Criminal History Clearance Requirements:	<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)		
Immunisation Risk Category:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" 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:

Outpatient Administrative Support staff are accountable to the Outpatient Co-ordinator, Outpatient Support Services for the provision of confidential frontline administrative support to Central Adelaide LHN Outpatient Support Services Department.

Outpatient Administrative Support staff are multi-skilled in all aspects of the Central Adelaide LHN Outpatient Support Services and will perform duties autonomously and undertake responsibilities for the delivery of administrative support to Central Adelaide LHN Outpatient Support Service.

Key Relationships/ Interactions:

Internal

- Works in a team setting of Outpatient Co-ordinators and Outpatient Administrative Support Staff and has a close collaborative working relationship with clinical staff and other patient information staff, ward staff, volunteers and other departmental staff within the hospital. Liaises with internal referring agencies.
- Participation in shared roster arrangements with other Outpatient Administrative Support positions

External

- Interaction with patients, customers, clients, visitors, general public, other service providers.
- Central Adelaide staff, SA Health Employees, local State and Commonwealth Government agencies, contractors and external stakeholders including members of the public, as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Dealing with a diverse client base, both internal and external, within a dynamic and changing health sector environment.
- Working as a key team member to develop and establish innovative improvement strategies for Central Adelaide LHN Outpatient Support Services
- Using initiative and judgement when dealing with a broad range of clients and administrative tasks
- Working towards achieving CALHNs strategy of Single Service Multiple Sites
- Contribute to creating a culture of continuous improvement.

Delegations:

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

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 sensitivity and respect 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>Provide a frontline administrative service and efficient computerised booking service for Outpatient Support Services</p>	<ul style="list-style-type: none"> • Courteous and prompts handling of enquiries both face to face and over the phone • Receive and manage enquiries from a range of customers with ability to redirect enquiries and action as appropriate • Complaints are documented and managed as per guidelines • Enquiries are dealt with effectively and efficiently • Information requests and reports are prepared accurately, professionally and within agreed timeframes • All patient bookings are facilitated and recorded accurately in a timely manner including clinic rescheduling and cancellations • Appointment times for patents are appropriately negotiated with relevant department of the hospital, the patients themselves and are accurate • Clinics are not overbooked • Clinic lists are accurate and patient information is available for schedule clinics • Appointments are made in accordance with triaged urgency category • Received patient referrals are managed in timely and appropriate manner and are managed in accordance with policy and procedures • Ensure the accurate registration and maintenance of patient billing i.e., veteran/non-Medicare patients into Central Adelaide Local Health Network information systems (Outpatients) • All billing performed is compliant with Medicare Regulations • All waiting list/booking queues are accurate and reflect the actual number of patients waiting for appointment/consultation. • Accurate booking of a required interpreter services and bookings of patient transport services as required • Clinical activity and audit monitoring, reporting and meeting KPI's for Outpatient Support Services occurs as defined.
<p>Provide general administrative duties</p>	<ul style="list-style-type: none"> • Co-ordinate the attendance of other support staff / visitors e.g. Interpreters, Security • Provide a timely and accurate clinical word processing and audio typing service where required • Administration documentation associated with the clinical transcription service is completed in a timely and accurate manner • Written advice is promptly sent to patients to reschedule cancelled and/or did not attend appointments • Collection, maintenance, tracking and returning of case notes occurs as required, eg. Daily basis
<p>Contribute to the provision of timely, accurate and efficient records management</p>	<ul style="list-style-type: none"> • Liaise with Medical Records to maintain accurate patient records • Correspondence is co-ordinated and documented appropriately and is managed in accordance with the records and management practices • Ensure the accurate registration and maintenance of patient demographics, including patient election status onto Patient Administration System (PAS) information systems at each interaction with the patient.

	<ul style="list-style-type: none"> • Collect, maintain, track and return hard copy patient records in line with the relevant areas' requirement.
<p>Contribute to the provision of high-quality customer service for both internal and external clients</p>	<ul style="list-style-type: none"> • Provide timely responses to incoming telephone calls, faxes, emails, personal visitations, and the distribution of information to respective areas • Maintain a client focused interaction when responding to customer services-based enquiries • Ensure effective resolution of patient/client/consumer/stakeholder enquiries and issues or appropriately escalate complex issues to the Co-ordinator • Maintain open and regular communication with customers and service providers • Actively contribute to achieving Central Adelaide LHN Customer Service Standards • Screen, direct, answer telephone enquiries and take accurate messages • Interact with patients both face to face and by telephone regarding all aspects of the outpatient support service process
<p>Contribute to achieve a harmonious team environment</p>	<ul style="list-style-type: none"> • Contribute to the achievement of department performance objectives and service standards • Provide active and constructive contribution to team meetings • Develop and maintain positive relationships demonstrated by respect for others, co-operation, assistance, tact and diplomacy • Provide on the job training to new staff members as required • Contribute to a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity, innovation and honesty • Voices views and concerns in a constructive manner
<p>Contribute to continuous improvement and professional standards</p>	<ul style="list-style-type: none"> • Provide feedback which aims to improve the quality of work processes and individual work practices • Demonstrate understanding of, and compliance with, standards of practice, external legislation and CALHN policies and procedures that relate to this position • Actively participate in a culture that encourages staff to use initiative in the best use of resources • Actively role model professional behaviour and practices in the workplace • Actively participate in ongoing learning and continuous improvements plans and processes • Office systems and procedures are established, enhanced and maintained • Participation in quality improvement and training and development activities.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- *Nil*

Personal Abilities/Aptitudes/Skills:

- Ability to communicate with all levels of staff and the general public, including people from diverse cultural backgrounds whilst maintaining confidentiality
- Demonstrated ability to work autonomously and prioritise own task to meet deadlines
- Proven written and verbal communication skills
- Ability to prioritise and produce a high volume of work efficiently and accurately
- Proven ability to work under pressure, using a high level of attention to detail to meet agreed time frames
- Ability to work independently, as part of a team and to function in and promote a multi-disciplinary team approach
- Demonstrated ability to use judgement and respond to unusual circumstance in assisting with all enquiries whilst working under continuous pressure
- Ability to readily assimilate new information and procedures and react positively in implementing change.

Experience

- Experience in providing a high quality and confidential customer service
- Experience in providing administration support, data entry and/or secretarial functions
- Experience in Microsoft Office applications
- Experience in providing a confidential frontline administrative support service
- Experience in dealing with a wide range of staff and organisations whilst ensuring the highest quality of service is provided
- Demonstrated Experience to set priorities, work to deadlines and perform all duties effectively with a high level of accuracy
- Experience with audio-typing of medical reports and letters
- Typing speed of approximately 50 words per minute

Knowledge

- Medical terminology
- Understanding and commitment to Equal Opportunity and Work Health & Safety policies and Legislation
- Understanding of customer service principles and general administrative practices and procedures

DESIRABLE CHARACTERISTICS

Knowledge:

- Knowledge of hospital policies and procedures
- Knowledge of the overall roles of hospital departments

Experience

- Experience in using a wide range of office and resource equipment and carrying out a range of administrative duties and processes
- Experience working in a hospital or health care sector environment
- Experience with hospital computerised PAS systems

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:** _____
