



ROLE DESCRIPTION

Role Title:	Private Practice Administration Officer – Western Mental Health		
Classification Code:	ASO2	Position Number	M47734
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Mental Health Clinical Program		
Division:	Western Mental Health		
Department/Section / Unit/ Ward:	Private Practice, Cramond Clinic, the Queen Elizabeth Hospital		
Role reports to:	Administration Services Coordinator, Western Mental Health		
Role Created/ Reviewed Date:	August 2024		
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:
<p>The Administrative Officer is responsible to the Administrative Coordinator, for the provision of an effective and efficient administrative service to the multidisciplinary Mental Health team, which support the delivery of clinical services to mental health clients.</p> <p>Duties will incorporate maintaining client records, scheduling appointments, answering telephone and counter enquiries and liaising with staff, the public and other services on client or team related matters</p>

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> Multidisciplinary team members, including medical, nursing, allied health and administrative staff. <p><u>External</u></p> <ul style="list-style-type: none"> General Practitioners, Medicare, SA Ambulance Service, SAPOL, friends & families of consumers, Office of the Chief Psychiatrist, SACAT

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working in an environment where consumers are in a high risk mental state with complex needs, and who can often have challenging and aggressive behaviours
- Working as the sole administrative support, with administrative supervision located at another site

Delegations:**Delegated Level**

N/A

Staff supervised:

Direct 0 Indirect 0

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 & 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>Contribute to the provision of an effective and efficient consumer oriented service for the Mental Health Clinical Program and its clients by:</p>	<ul style="list-style-type: none"> • Providing a confidential reception and administrative service to clients whilst adhering to the CALHN policies and procedures. • Determining the needs of members of the public and other agencies on enquiry, providing accurate information and referral to appropriate services. • Determining the needs of clients either on presentation or by telephone, providing accurate information and referral as required, and referring to policies, procedures and guidelines in the absence of the triage/duty worker. • Receiving pathology results over the telephone, reporting same to appropriate doctors or forwarding on to the relevant doctor if in hard copy format. • Receiving, recording, filing and distributing SACAT orders to clinicians in an accurate and timely manner. • Ensuring that client related data is entered into CBIS & Sunrise. • Maintaining OP Clinic Appointments – processing / entering of new referrals in Sunrise; triaging & scheduling of appointment, checking in and out of patient; processing of billing • Arranging client transport via uber or taxi • Training of new and relieving administrative staff and undertaking the orientation of new clinicians regarding administrative matters. • Providing a highly efficient administrative service to a multidisciplinary team through the timely completion of typing/word processing including coordinating and maintaining accurate clinical diaries in accordance with the requirements of each clinician. • Typing of medical reports utilising Digital Dictation system • Creating, maintaining, distributing and filing client records in an accurate and timely manner, keeping within the guidelines of the Australian Standards for this process. • Establishing and maintaining an accurate procedure and information manual for this role. • Ensuring team policy and procedure manuals, notice boards and displays are maintained and updated and compliance with departmental policies. • Sorting and distributing mail in a timely manner. • Booking interpreter and other services (eg patient transport, housing) for clients. • Liaising with maintenance staff including cleaners regarding building infrastructure and appearance. • Contributing to various project work in support of community health programs as required. • Compliance Officer for CT/IO processing
<p>Providing assistance to ensure that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic</p>	<ul style="list-style-type: none"> • Assisting with the developing and establishing key performance indicators for all critical activities relevant to area of responsibility in accordance with the quality evaluation program. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.

and corporate directions and targets as follows:	<ul style="list-style-type: none">• Assisting with the establishment and maintenance of the recording systems to accurately reflect the activity of the various aspects of the department, which will enable evaluation of performance leading to improvement and achievement of best practice standards.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

- Ability to communicate effectively with all levels of staff and the general public, including people from diverse cultural backgrounds whilst maintaining confidentiality.
- Ability to liaise with health professionals in a manner which is conducive to a customer-focused team-oriented environment.
- Ability to respond to a diverse range of people in a courteous, helpful manner under a variety of conditions, including heavy workload and aggressive clients
- Ability to work as a member of a team, including using diplomacy to achieve objectives of the department.
- Ability to work with minimal supervision and to use initiative to problem solve.
- Demonstrated ability to work autonomously and prioritise own task to meet deadlines in a demanding work environment.
- Proven written communication skills
- Ability to prioritise and produce a high volume of work efficiently and accurately
- Proven ability to work under pressure, using high level of attention to detail to meet agreed time frames.
- Proficiency in using the Microsoft office suite of products.
- Typing speed at minimum of 40wpm.

Experience

- Experience in providing a high quality customer service
- Experience providing secretarial or administrative support
- Experience using computerised information systems.

Knowledge

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

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

Experience

- Experience working in a hospital or health care environment.
- Experience working in a mental health environment.
- Experienced in the use of health information systems, including Sunrise and CBIS
- Experienced in the use of Basware/Oracle

Knowledge

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

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 DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA For Official Use Only – IV7

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.

Division/ Department:

The CALHN Mental Health Clinical Program provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals (RAH and TQEH), at Glenside Health Services and at a range of community sites. Services are available for people from 16 years. The program partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

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	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.

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: