Government of South Australia

SA Health

ADMINISTRATION ROLE DESCRIPTION

Role Title:	Critical Systems Senior Administration Officer
Classification Code:	AS03
LHN/ HN/ SAAS/ DHW:	SA Ambulance Service (SAAS)
Hospital/ Service/ Cluster:	
Division:	Critical Operational Services
Department/Section / Unit/ Ward:	Critical Systems
Role reports to:	General Manager, Critical Systems
Role Created/ Reviewed Date:	July 2024
Criminal and Relevant History Screening:	☐ Aged (NPC) ☐ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

> Responsible for providing an effective, organised, and efficient administrative support service by facilitating and actioning a wide range of general administrative functions for the Critical Systems team, the General Manager, Critical Systems, and other key technical roles/groups in SAAS (as directed).

Key Relationships/ Interactions:

Internal

> Reports to General Manager, Critical Systems
> Critical Systems Manager
> Critical Systems Team
> Executive Assistant to the Executive Director, Critical Operational Services
> Operational and Administration Staff
> Emergency Operations Centre

External

> External suppliers / contractors
> SA Government departments and agencies
> Emergency Services

> General public

Challenges associated with Role:

Major challenges currently associated with the role include:

> Ability to prioritise completing work demands whist ensuring effective communication in a busy work environment

Delegations:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities

Administration	> Provide administration and clerical support to the:
	  - General Manager, Critical Systems
	  - Critical Systems Manager, where appropriate
	> Provide support and relief to Executive Assistant, Executive Director Critical Operational Services
	> Prepare and manage documents as requested by the General Manager, Critical Systems
	> Provide assistance with maintaining the General Manager, Critical Systems schedule, ensuring documentation for appointments/meetings are available as required.
	> Coordinate correspondence directed to the General Manager, Critical Systems including:
	  - Prioritising urgent correspondence
	  - Ensuring that responses are provided within appropriate timeframes and that a high level of confidentiality of all sensitive correspondence is maintained.
	  - Reviewing materials for signature and providing assistance with the preparation of basic correspondence
	> Assist in producing management and technical reports, including research, collation, and formatting.
	> Order stock/stationary/ office furniture, etc. as required.
	> Liaise with other SAAS/SAH departments to facilitate quick resolution and/or escalation of problems and issues.
	> Provide administration support during major incidents as directed by SAAS

Information Management	> Implement effective records management for the Critical System unit using Objective and other internal systems. > Maintain and provide reports as required on databases held in the Critical Systems unit.

	> Provide assistance and advice on information management in accordance with SAAS policies and procedures for electronic and manual records management > Request new files/parts, closures and archive records as necessary > Manage the material on the Critical Systems areas on SharePoint and SA Ambulance Service website
Project Administration	> Assist the Critical Systems unit with projects relating to the securing and/or changing of technical equipment. > Contribute to the application of project management principles to those projects. > Provide/coordinate timely reports on project status to Service Delivery Committee on behalf of Critical Operational Services directorate
Relationship Building	> Work as a team member > Work in a self-directed environment > Work collaboratively with staff from within internal and external clients > Provide consistent and effective customer service
Financial Records	> Reconcile monthly Credit Card Statements > Process expense claims and claims for reimbursement. > Arrange for prompt payment of all invoices, including the accurate coding and authorisation of invoices. > Prepare budget information at the request of the General Manager, Critical Systems > Review monthly financial reports for the Critical Systems and report any anomalies to the General Manager, Critical Systems
Meeting/Function Coordination	> Plan and organise meetings, information sessions/workshops and other events and requested by the General Manager, Critical Systems; including coordinating attendance arranging equipment, venues, travel, accommodation, and catering within agreed authorised budget parameters. > Manage the administration of meetings, including; calling for agenda items, creation and distribution of agendas and succinct and accurate minute taking and timely distribution. > Establish and monitor processes set up to follow on actions arising from meeting decisions for the General Manager, Critical Systems

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

> Nil

Personal Abilities/Aptitudes/Skills:

> Ability to meet deadlines, analyse problems and initiate appropriate action.
> High level of oral and written communication skins and ability to maintain confidentiality.
> Ability to perform within minimal supervision as park of a busy team.
> Ability to maintain a positive approach within a demanding environment with conflicting priorities.
> Organisation skills, including time management and prioritisation.
> Interpersonal skills with the ability to liaise with all levels of staff and management.

Experience:

> Providing support to executive/senior management across the full range of administration duties including diary management, planning, and scheduling of meetings.
> Drafting business correspondence, preparation of agendas, and recording minutes of meetings
> Experience with Microsoft Word, Excel, PowerPoint, Outlook to an intermediate level

Knowledge:

> Microsoft Word, Excel, PowerPoint, Outlook, and Web applications

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

> Certificate IV in Administration or Business or equivalent work experience in a senior administrative role

Experience:

> A similar role for minimum 2 years
> Project administration

Knowledge:

> Technical terminology
> Budget reconciliation
> Understanding an application of project management principles

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 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.

> *Officer WHS Duties: As an WHS defined Officer you must exercise due diligence as per the Work Health and Safety Act 2012 (SA).*

> *As a WHS defined Officer for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 of the Work Health and Safety Act 2012 (SA),and take reasonably practicable steps to support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative requirements.*

> *Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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 (Aug 2017).*

> 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.

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., 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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **R**espectful, **I**nclusive, **S**upportive and **E**quitable **(RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

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.

SA Ambulance Service Values

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 sector 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.

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.

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
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	14/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	14/03/2024	Current	Updated template with WHS requirements, SAAS Values, Vision and Purpose