

i can

...do something
more meaningful



SA Health Job Pack

Job Title	MYH Administration Coordinator ASO3 (temp/part time)
Eligibility	Open to Everyone
Job Number	779365
Applications Closing Date	21/12/2021
Region / Division	Youth Women's Safety Wellbeing Division (YWSWD)
Health Service	Women's and Children's Health Network
Location	North Adelaide
Classification	ASO3
Job Status	Part Time – Short Term Contract Up to 29 Jul 2022
Total Indicative Remuneration	\$70,989 - \$75,625 pro-rata

Contact Details

Full name	Melissa Mancuso
Phone number	81619916
Email address	melissa.mancuso@sa.gov.au

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 Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Working with Children Screening - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - 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.

Immunisation

Risk Category B (indirect contact with blood or body substances)

- *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)*

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.

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.

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:	Administration Coordinator
Classification Code:	ASO3
LHN/HN/SAAS/DHA:	Women's and Children's Health Network (WCHN)
Hospital/Service/Cluster:	Women's and Children Health Network (WCHN)
Division:	Youth Women's Safety Wellbeing Division (YWSWD)
Department/Section/Unit/ Ward:	Metropolitan Youth Health (MYH)
Role reports to:	Manager, Metropolitan Youth Health
Role Created/Reviewed Date:	November 2021
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check – Vulnerable Unsupervised
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)

ROLE CONTEXT

Primary Objective(s) of role:

- > Responsible for the effective and efficient delivery of professional, confidential administrative and project services across YHS, which supports effective client service delivery.
- > Ensures a consistent and streamlined approach to the delivery of administrative services and projects and the implementation of business processes and system improvements that are consistent, effective and comply with WCHN corporate policies.
- > Responsible for ensuring that administrative staff have the capacity, skills and understanding to provide high quality services, and in this capacity will deliver ongoing feedback, support and training to ensure their needs are met.
- > Delivers a high quality confidential administrative service to the YHS Manager and assigned committees to ensure the effective delivery of operational goals and objectives.

Direct Reports:

- > May have responsible for ASO2 Administration Officer/s depending where the position is located.

Key Relationships/ Interactions:

Internal

- > Reports to Manager, Youth Health Service.
- > Works collaboratively with administration team, management team and other YHS staff.
- > Participates in the supervision and PRD process for ASO2 Administration Officers.
- > Membership of the YHS Operational Leadership and Management Team.

External

- > Liaises with WCHN staff and external service providers as required.

Challenges associated with Role:

Major challenges associated with the role include:

- > Providing a consistent service/practice across all areas in the Service.
- > Managing and supporting staff remotely.
- > Keeping abreast of emerging issues ie change management/improvement initiatives that impact on the administrative and service delivery.
- > Improving health service access for young people who are Aboriginal and/or Torres Strait Islander, under the Guardianship of the Minister, in the youth justice training centre, and other priority population groups of young people who experience vulnerabilities.

Delegations:

- > Nil

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:

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.

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** (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

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 always 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

The major responsibilities include the following listed below but should not be viewed as exhaustive.

Key Result Areas	Major Responsibilities
Administrative staff are supervised and coordinated to deliver an effective administrative service.	<ul style="list-style-type: none"> > Implement and maintain internal administrative procedures, processes and systems, including financial, HR and records management to ensure a consistent and efficient practice is undertaken across sites. > Coordinate and supervise staff to ensure all administrative processes are understood, implemented and maintained. > Plan, prioritise and allocate staff workloads in order to ensure the provision of both an effective and customer focussed reception service and high quality administrative support to Management. > Coordinate and participate in the recruitment and orientation of administrative staff and identify training needs to deliver an effective administrative service.
High quality, efficient and effective administrative and system is provided to the YHS Manager	<ul style="list-style-type: none"> > Coordinate the personal and confidential administrative function to the manager including appointments, meeting scheduling and minute taking and provide support on financial and human resource matters as required. > Prepare clear, accurate and timely documents, develop reports and provide analysis as requested by the Manager > Ensure the Manager is alerted to and briefed on emerging issues/enquiries and where required provide responsive support and/or action. > Oversee the administrative responses to requests and enquiries from a range of stakeholders to ensure they are referred on or dealt with as appropriate. > Support and provide input to the YHS in the development, review and update of the Information Communication Technology systems that support operational service processes > Maintain YHS administration and case management support systems, tools and create reports and resource materials as required. > Liaise closely with and provide advice/information to managers across YHS sites and other relevant stakeholders, in relation to implementation of projects, initiatives and issues, impacting on the services and facilities provided.
Administrative system and business process improvement projects are coordinated and supported	<ul style="list-style-type: none"> > Contribute to the review and development of improvements to administrative business processes and systems for YHS. > Coordinate the implementation of service improvements, including the liaison with internal and external stakeholders to ensure that they are adopted and supported. > Contribute and provide administrative support to service improvement projects.
Service resources are effectively managed	<ul style="list-style-type: none"> > Coordinate and support the effective and efficient resource management including Fleet vehicles, electronic/medical equipment and site maintenance. > Coordinate the resolution of building management, facility and security issues, and the maintenance of an asset register for all YHS sites. > Coordinate the maintenance of program related financial and budgetary

	data and information, to support the development of budgets and forecasts.
Quality management, professional standards and risk management activities and ongoing improvement of services are maintained.	<ul style="list-style-type: none"> > Continuously review existing processes and promote acceptance of change to improve service delivery and outcomes > Contribute to the development and implementation of practice guidelines, protocols/audits, quality indicators and service planning as part of quality improvement processes. > Ensure all service delivery practices, for which you have responsibility, are assessed for risk and a management strategy is in place.
A positive culture and safe work environment is encouraged and fostered.	<ul style="list-style-type: none"> > Ensure, support and foster a positive work culture, customer focussed service and safe work environment which is based on SA Health's Values and the Public Sector's Code of Ethics. > Actively support and contribute to change management processes to enhance an integrated team approach which is highly responsive to the needs of young people, their family and communities. > Ensure communication processes and related training provides staff with appropriate and effective skills to deal with challenging behaviours and the resolution of conflicts.
Culturally sensitive services are delivered	<ul style="list-style-type: none"> > Ensure and promote access and equity of services for all clients/stakeholders from culturally and linguistically diverse backgrounds. > Model behaviours and attitudes that are culturally sensitive in all interactions with staff/clients/stakeholders.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Nil

Personal Abilities/Aptitudes/Skills:

- > Highly developed interpersonal and communication skills, including a capacity to engage effectively with personal integrity and credibility, both verbally and in writing, and deal effectively with demanding and difficult issues.
- > Demonstrated capacity to work effectively under limited direction, either independently or within a team, and manage high volumes of work, identify, set and achieve outcomes and priorities, and effectively analyse and find solutions to problems.
- > Proven ability to develop, improve and maintain clear, accurate administrative and financial records and to identify, analyse, evaluate and deliver a range of information and advice to guide and support administrative operations.
- > Ability to absorb new information readily, think clearly and objectively and make rational decisions.

Experience

- > Proven experience in coordinating and undertaking a range of administrative, financial and records management projects and functions, including effectively utilising and training others in the use of records management and administration systems, computer based information systems, and the Microsoft Office suite of software.
- > Proven experience in the planning, coordination and implementation of significant projects and organisational change initiatives that support business requirements.
- > Proven experience in the review, development, implementation and maintenance of information technology systems to support operational services.
- > Experience in providing supervision and guidance to staff, including contributing to the effective delivery of performance development and management.
- > Experience in the preparation of reports, briefings, minutes and correspondence.

Knowledge

- > Well developed knowledge of concepts, processes and systems associated with the provision of quality customer services.
- > Knowledge of the obligations relating to :
 - > Young People under the Guardianship of the Minister
 - > Mandatory Notifications
 - > Consumer rights and responsibilities

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A tertiary qualification in Business Administration.

Personal Abilities/Aptitudes/Skills:

- > Ability to work in a multi-cultural and linguistic diverse environment.

Experience

- > Previous experience in a multi-disciplinary health care environment.

Knowledge

- > Proven knowledge of public sector administrative, finance, purchasing and supply practices and procedures.

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 legal entities include but are not limited to Department for Health and Wellbeing, 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:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- > Specialist hospital services
- > Primary health care and population health programs
- > Integrated community care services
- > Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs
- > Education and training programs
- > Research.

Community Health Division provides specialist health care services and programs in the areas of youth health, women's health and safety, rape and sexual assault, child protection. The Division provides support to WCHN in child protection and women's safety. Services are based on an understanding that the everyday circumstances of life, including trauma and adversity, impact on health and wellbeing. Services are planned to improve population health and provided based on primary health care principles of participation, comprehensiveness, equity, cultural accountability, sustainability, effectiveness and community accountability. The Division provides metropolitan services for vulnerable young people and women, metro and country services in child protection and state wide services in sexual assault.

The Youth Health Service aims to provide an accessible, responsive and quality community based health service to Guardianship of the Minister, Aboriginal and vulnerable young people. It is a health care service that aims to improve health outcomes for these populations and build their capacity to manage their own health care, whilst exemplifying best practice.

The Youth Health Service provides specialised, evidenced-based and accessible primary health care services to improve health outcomes for populations of young people aged 12 to 25 years, including those who are Aboriginal and/or Torres Strait Islander, under the Guardianship of the Minister, in the youth justice training centre, and the priority population groups of young people who experience vulnerabilities.

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.

Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

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 SA Health as described within this document.

Name:

Signature:

Date:

Women's & Children's Health Network

Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

Women's and Children's Health Network Strategy 2026

Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

Mission To improve the health and wellbeing of families and communities by providing integrated care and support

Vision To be a leading and respected health network for women, babies, children, young people and their families

Values Compassion, Respect, Equity, Accountability, Together for Excellence

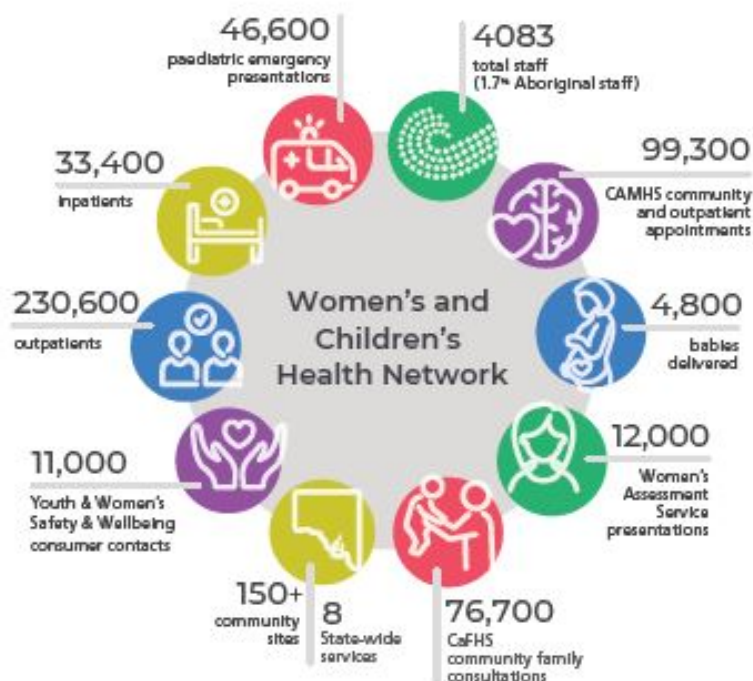
Our Story starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

Our Way is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy