

<b>Position</b>	Administration Supervisor
<b>Classification</b>	ASO-3
<b>Division</b>	Corporate Services
<b>Department / Section / Unit / Ward</b>	Outpatient Support Services
<b>Role reports to</b>	Administration Manager
<b>CHRIS 21 Position Number</b> P12624, P12622, P10939, M55678, P12625, P51842, P51835	<b>Role Created / Review Date</b> 01/12/2018
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Administration Supervisor is responsible for the daily management and provision of administrative support services within the Outpatients Support Services.

### Direct Reports: (List positions reporting directly to this position)

Supervises a designated group of ASO2 Administrative Officers.

### Key Relationships / Interactions:

#### Internal:

- > Works collaboratively with all members of the Outpatient Support Service team and with clinicians (medical, nursing, allied health) who work in the Outpatient setting.
- > Administration staff from other departments.

#### External:

- > Patients/carers/parents
- > Referrers to outpatient services
- > Relevant government and non-government organisations as required to meet the needs of the client group

### Major Challenges associated with Role:

Major challenges currently associated with the role include:

- > Provision of education, support and oversight to administration staff to ensure that outpatient processes align to outpatient policy and procedure
- > Problem solves any areas where administration processes and practices do not align to policy and procedure and escalate to line Administration Manager/s as appropriate

### Delegations: (As defined in SALHN instruments of delegations)

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

Financial	Level 7
Human Resources	Level 6

Procurement	Level 7
<b>Resilience</b>	
SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.	

<b>Performance Development</b>
It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN values and strategic directions.

<b>General Requirements</b>
Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:
<ul style="list-style-type: none"> <li>&gt; National Safety and Quality Health Care Service Standards.</li> <li>&gt; <i>Work Health and Safety Act 2012 (SA)</i> and when relevant WHS Defined Officers must meet due diligence requirements.</li> <li>&gt; <i>Return to Work Act 2014 (SA)</i>, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.</li> <li>&gt; Meet immunisation requirements as outlined in the Immunisation for Health Care Workers in South Australia Policy Directive.</li> <li>&gt; Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).</li> <li>&gt; <i>Children's Protection Act 1993 (Cth)</i> – 'Notification of Abuse or Neglect'.</li> <li>&gt; <i>Public Interest Disclosure Act 2018</i>.</li> <li>&gt; Disability Discrimination.</li> <li>&gt; Information Privacy Principles.</li> <li>&gt; Relevant Awards, Enterprise Agreements, <i>Public Sector Act 2009</i>, <i>Health Care Act 2008</i>, and the SA Health (Health Care Act) Human Resources Manual.</li> <li>&gt; Relevant Australian Standards.</li> <li>&gt; Duty to maintain confidentiality.</li> <li>&gt; Smoke Free Workplace.</li> <li>&gt; 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.</li> <li>&gt; Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.</li> </ul>

### 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.

### Special Conditions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007 (Cth)* must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
Supervision of staff and administration processes in outpatient clinics	<ul style="list-style-type: none"> <li>&gt; Coordinating the implementation of initiatives, directions or services endorsed by the Administrative Manager.</li> <li>&gt; Providing informed advice on strategies to ensure the effective and efficient use of administrative resources and achievement of targets.</li> <li>&gt; Ensuring compliance with Outpatients Administration procedures and workflows.</li> <li>&gt; Supporting implementation of change and promoting a proactive approach and culture of continuous review, improvement and planning of services, policies and programs consistent with the requirements of Outpatients Support Services.</li> <li>&gt; Promoting customer satisfaction and service utilisation.</li> <li>&gt; Role-modelling professional behaviour and practice.</li> <li>&gt; Contributing to recruiting, selecting, retaining and developing staff to support the achievement of the Outpatients Support Services' objectives.</li> <li>&gt; Providing leadership and ensuring quality outcomes are achieved through the empowerment of staff and the effective use of performance review and development.</li> <li>&gt; Contributing to the creation, promotion and maintenance of a harmonious working environment, and encouraging others to develop and enhance their skills.</li> <li>&gt; Undertaking projects under the direction of the Administration Manager or Nursing Director, Outpatient Support Service.</li> </ul>
Lead the team	<ul style="list-style-type: none"> <li>&gt; Ensure the delivery of high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> <li>&gt; Ensure that service provision and the activities of the Division / Unit / Ward / Service are person and family centred and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Ensure the effective management of human, financial and physical assets through appropriate planning and allocation of resources to achieve agreed Division / Unit / Ward / Service and strategic plans.</li> <li>&gt; Lead, develop and foster a positive work culture which is based on SA Public Sector and SALHN values and promotes patient / client focussed service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li> <li>&gt; Budget preparation, monitoring and reporting and adherence to resources allocations.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Personal Abilities/Aptitudes/Skills

- > Proven well developed communication skills (oral, written and interpersonal) including:
- > Effectively interacting with people from diverse backgrounds such as professional and non-professional staff, external agencies and members of the community
- > Fostering co-operation within a team environment to garner support to achieve desired outcomes
- > Demonstrated management and leadership skills, including:
  - o Coordinating / supervising administrative staff within a constantly changing environment (including staff rostering)
  - o Managing change
  - o Evaluating, developing and implementing suitable work practices and procedures
  - o Researching / investigating, analysing information, formulating suitable solutions and preparing reports and correspondence
  - o Effective problem solving, negotiation and conflict resolution skills
  - o Using / applying initiative and judgement
  - o Forward planning, flexibility and performing well under pressure
  - o Recognising and discreetly dealing with confidential matters using integrity
- > Sound broad administrative and computing skills (including Microsoft Office and patient booking systems)
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Proven experience in using computing packages, including email, word processing and excel.
- > Experience working within a customer focused administrative area, preferably within a health setting.
- > Previous experience working in a multidisciplinary team.

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Working knowledge of Microsoft Applications
- > Understanding of contemporary management practices
- > Understanding of continuous improvement methodologies

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Experience

- > Experience working within the health service.
- > Experience in the use of Sunrise Electronic Medical Records and System View.
- > Experience working and managing staff within an Outpatients Service.

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of SA Health systems and operations of the Southern Adelaide LHN
- > Medical Terminology.

### Educational/Vocational Qualifications

- > Qualifications, training and/or study in any relevant area.

**Other Details**

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**Note: The Job Description is not intended to be an exhaustive list of all duties, but is intended to reflect the major responsibilities. As the strategic direction of the organisation and service change, this job description may change and develop. However, areas of responsibility will remain within the identified classification**

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### 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.

### SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### 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.

### Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

### Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

OFFICIAL



**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.



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**Role Acceptance**

I have read and understand the responsibilities associated with the Administration Supervisor in the Corporate Services and organisational context and the values of SA Health as described within this document.

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Name

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Signature

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Date