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| Position | Administrative Services Officer |
| Classification | ASO2 |
| Division | DASSA |
| Department / Section / Unit / Ward | Withdrawal Services Glenside |
| Role reports to | Operationally: > Senior Administrative Services Professionally: > Senior Administrative Services |
| CHRIS 21 Position Number P47732 | Role Created / Review Date 23/09/2024 |
| Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check) | Immunisation Risk Category Category C (minimal patient contact) |

JOB SPECIFICATION

Primary Objective(s) of role:

The Administration Services Officer is responsible for ensuring an effective and efficient reception, administrative and clerical support service to staff and clients within Withdrawal Services, by providing an efficient switchboard service and interface between the service and the public, the provision of a word processing, client data capture and entry, quality activity auditing and processing, development and maintenance of client records, as well as administrative clerical support to medical and nursing staff in delivery of the clinical services.

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

> Nil

Key Relationships / Interactions:

Internal:

- > Reports to Senior Administrative Services Officer ASO3
- > Director Residential and Clinical Outreach through the Advanced Nurse Unit Manager DASSA Withdrawal Services,
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External:

- > The incumbent is the first point of contact regarding administrative and service delivery enquiries and is expected to display initiative when interacting with staff, clients and their families, other professionals and members of the public

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working within an inpatient service with behaviourally and medically complex clients.
- > Being able to efficiently time manage workload

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.)

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| Financial | N/A |
| Human Resources | N/A |
| Procurement | N/A |

Resilience

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

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.

General Requirements

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:

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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 |
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| <p>Direct/indirect patient/client care by effective client admission processes</p> | <ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. > Welcoming clients on arrival including taking photo's and completing preadmission paperwork. > Compiling client records and labels for newly registered clients. > Create new volumes of records as required. > Ensuring client records are available for admission. > Filing client records following discharge from the service. > Facilitating arrangements for any appointments as per nursing and/ or medical staff |
| <p>Contribute to the provision of Administrative Support to the Glenside Withdrawal Service by:</p> | <ul style="list-style-type: none"> > Act as the first point of contact for clients, the public and other service providers, including waiting list enquiries. > Promote and facilitating an office ethos that supports the involvement of all staff and establishing and maintaining team environment that integrates with and complements the practices of the division. > Respond to incoming telephone calls promptly, courteously and professionally, taking and conveying clear and accurate messages for staff. > Identify the needs of staff, clients and visitors and providing information on services and the availability and movement of staff in a confidential, courteous, helpful and professional manner. > Identify and coordinate appropriate referrals in a sensitive and professional way. > Promptly report telephone, office equipment faults and building maintenance. > Maintain awareness of the programs activities and services. > Ensure reception area, photocopier and it's surrounds and office is kept in a neat and tidy state. > Maintain knowledge on security systems and procedures within the facility and grounds and adhere to instructions. > Liaise with and provide support to the Senior Administration officer, Unit Manager and Addiction Consultant. > Ensuring bookings for taxis and courier services are effectively recorded and managed. > Record and file updates, including the dissemination of information to the general public and Unit staff. > Contribute to the training, orientation and monitoring of relief administrative staff including trainees. > Collate and maintain asset register. > Contribute to the review and evaluation of administrative procedures, functions, process and work practices in collaboration with the Senior Administrative Officer and ANUM, and make recommendations to enhance and develop services consistent with the units requirements. |
| <p>Contribute to the overall integrity of the Unit's statistical information systems by</p> | <ul style="list-style-type: none"> > Ensuring that data entry services are completed accurately and meet agreed deadlines. > Complying with procedures and practices associated with the input and output validity of data information systems. > Entry of Withdrawal Services Inpatient CME, DGPAS, iPharmacy data, finalizing error reports and ensuring statistic reports are accurate and reflective of bed state. |

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| | <ul style="list-style-type: none"> > Maintain withdrawal statistics as per bedstate. |
| Contribute to effective documentation preparation and dissemination by: | <ul style="list-style-type: none"> > Ensure a quality and effective keyboard service through the provision of timely and accurate data entry, report writing and word processing and periodically culling word processing directories. > Maintain procedures manuals ensuring functions and routines are up to date. > Contribute to and recording of staff meetings, including identifying areas where potential development opportunities may exist and ensuring input to facilitate continuing improvement. > Provide clinical administrative support, developing and updating word documents as requested. > Contribute to the DASSA/withdrawal services continuous Quality Improvement program, by collecting collating and reporting on quality activities within the units. > Dissemination of OACIS summaries to client GP's. |
| Contribute to the maintenance of a stock control system by: | <ul style="list-style-type: none"> > Regularly undertaking a stock take investigation of all goods, consumables and stationery items, including office supplies, Administrative Forms, and general stock. > Ordering and receipting of WSG stock, goods, consumables and food supplies through Oracle. > Coding of invoices through Basware. > Verifying upon delivery and or receipt of non-food goods that the delivery matches the details in Oracle. |
| Comply and contribute to Clinical Records Management Standards and Processes by: | <ul style="list-style-type: none"> > Complying with all DASSA's Administrative procedures. > Receiving incoming and outgoing correspondence and mail. > Ensuring that all correspondence is distribution in a timely and accurate manner. > Updating and entering into Objective as required. > Ensuring urgent mail is promptly forwarded through the post. > Maintain records as per Objective requirements. > Ensure service reports are entered into Objective. |
| Contribution to effective operation of unit | <ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector). > Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role. |

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Demonstrated interpersonal skills and confidence to effectively communicate with people from a variety of disciplines and backgrounds both internally and externally to the organisation
- > Proven ability to contribute to effective teamwork through open, timely and accurate communication and information sharing in a changing work environment
- > Proven ability to work independently with minimal supervision, and ability to prioritise workload
- > Proven ability to use tact and initiative, exercise judgment and maintain confidentiality when dealing with difficult or sensitive situations
- > Proven ability to work with attention to accuracy within predetermined time frames
- > Advanced keyboard skills and experience in minute taking
- > 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

Demonstrated Experience/Competence:

- > Demonstrated experience in general administration, data entry and reception services, managing office workflow and staff with a health/ medical environment.
- > Demonstrated experience and proficiency in dealing with sensitive and demanding enquiries by telephone and face to face
- > Demonstrated experience in advanced computer skills including email, undertaking data entry and the use of the Microsoft Office Suite namely Word, Excel, Outlook and Pro Act
- > Demonstrated experience in planning, problems solving and resource allocation and in coordinating and implementing new initiatives.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

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.
- > Sound Knowledge of medical terminology and clinical records management

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

Personal Abilities/Aptitudes/Skills

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > CME-DIS, CME Scheduler computerised data information systems, DgPAS, Objective information management system, Oracle procurement and Basware accounts payable

Knowledge

- > Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

- > Certificate 4 in business administration

Other Details

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.

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| 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](#)



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.

Role Acceptance

I have read and understand the responsibilities associated with the Administrative Services Officer in the DASSA Withdrawal Services Glenside and organisational context and the values of SA Health as described within this document.

Name

Signature

Date