



ROLE DESCRIPTION

Role Title:	Administration Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Women's and Children's Health Network
Hospital/ Service/ Cluster	Women's and Children's Health Network
Division:	Women's and Babies Division
Department/Section / Unit/ Ward:	Women's and Babies Division
Role reports to:	Administrative Manager
Role / Reviewed Date:	June 2024
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check (issued by approved provider)
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:

- > The Administration Officer is responsible for the provision of a confidential secretarial, reception and administrative services to the Women's and Children's Health Network. The Administration Officer position works on a roster which may include day and evening shift times within the clinical areas thus being multi-skilled in all aspects of the administrative area. As part of an administrative service the incumbent is required to work in any of the positions falling within the requirements of the position as directed by the Administrative Manager.
- > The role is required to perform duties autonomously and undertake responsibilities for more complex duties and decision making in coordination with the designated Midwifery Unit Manager / Shift Coordinator of the area.

Key Relationships/ Interactions:

Internal

- > The Administration Officer is accountable to the Administrative Manager, operationally.
- > Reports on a daily basis to the Midwifery Unit Manager / Shift Coordinator of the area they are assigned to work.
- > Works in a team setting of Administration Officers and has a close working relationship with Midwifery/Nursing and Medical Staff, Ward and other Departmental Staff within the hospital.

External

- > The role will include contact with consumers, clients and caregivers in outpatient and inpatient settings via face-to-face, telephone or written communication.
- > Liaises with referring agencies as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ability to adapt to a constant changing work environment.
- > Prioritising workloads to meet deadlines and timeframes whilst working in a high pressured and demanding work environment.
- > Dealing with a diverse client base, both internal and external, within a dynamic and changing health sector environment.
- > Using initiative and judgement when dealing with a broad range of clients and administrative tasks.

Delegations:

- > As per WCHN Delegations.

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.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > 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.

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 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 (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.
- > This role is full time as required to fulfil roster requirements. Therefore, a flexible approach to working hours and participation in a roster system is mandatory.
- > Some out of hours work may be required.

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.

Zero-Tolerance to Racism:

The Women's and Children's Health Network has zero-tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Major Responsibilities	<ul style="list-style-type: none"> > Working collaboratively with other health staff across various professional backgrounds, to ensure business needs are satisfied and delivered effectively and efficiently throughout the WCHN. > Ensures at all times to maintain patient confidentiality, security of the medical record and associated patient information by adhering to the principles of release of Freedom of Information. > Ensures to maintain integrity and accuracy of patient data and demographic details by compliance to the SA Health Client Data Capture Standards and adherence to the organisational Patient Administration System (PAS) processes and requirements. > Providing an accurate, timely and professional response to patients, visitors and staff, both face to face and over the phone, always with a customer service focus. > Answering incoming telephone calls dealing with routine patient enquiries in consultation with clinical staff to ensure appropriate information is conveyed or re-directed appropriately. > Prioritising work, meeting deadlines and working in a highly pressured/high activity area. > Maintains collection, maintenance, tracking and return of the patient medical record and associated documents in a timely manner. > Maintaining stocks of non-electronic forms, stationery, office supplies and consumables at appropriate levels by completing electronic requisitions for purchases on Oracle with appropriate information including Oracle account, programme and order codes to ensure stocks are not depleted.
Provide a reception service.	<ul style="list-style-type: none"> > High level communication to people from various backgrounds. > Courteous and prompt handling of enquiries, both face to face and over the phone. > High standard of customer service including maintaining appropriate work performance in all associated tasks in accordance with established work practices and procedures. > Utilise conflict management skills when dealing with challenging clients > Providing cover where required for other areas in the absence of staff due to leave of absence or breaks.
Effectively respond to enquiries within the scope of the position.	<ul style="list-style-type: none"> > Receive and consider enquiries from a range of customers and refer on, or seek advice from Team Lead / Coordinator / Manager as appropriate. > Receive complaint and document details for action by Midwifery Unit Manager / Shift coordinator / Manager as appropriate.

<p>Assist with the provision of an efficient and effective record management service.</p>	<ul style="list-style-type: none"> > Security of the medical record and confidentiality of associated patient information is maintained at all times. > Retrieval, delivery and preparation of the medical record for patient care or attendance is conducted in a timely manner. > Correspondence is filed into the medical record in a timely and accurate manner. > Correspondence is coordinated, documented and available in readiness for patient attendance or admission/discharge. > Medical records are created, amended, volumes split and closed, in a timely manner and updated on the electronic Patient Administration System database (PAS). > Integrity of the medical record is upheld including consolidation and/or merging, creating of new volumes and initiating of temporary covers as required. > Advice and clarification is sourced from the Medical Records Department and the Patient Registration Office.
<p>Provide an efficient, fair and equitable patient focused booking service for new patients.</p>	<ul style="list-style-type: none"> > Maintain and update paper based records and referrals. > Communicate with patients and referring clinicians regarding appointment availabilities. > Appointment times for patients are appropriately negotiated, and are accurate.
<p>Provide an efficient and accurate Referral Entry service.</p>	<ul style="list-style-type: none"> > Receive incoming referrals from internal and external sources. > Process referrals in a timely manner to meet SA Health's and WCHN's policy, procedure and required Key Performance Indicators (KPI). > Ensuring accurate data entry onto the PAS.
<p>Provide an efficient computerised booking service to the department, consumers and other referring agencies.</p>	<ul style="list-style-type: none"> > Clients are greeted at presentation or over the phone and processed onto the system in a timely manner. > Patient bookings and admissions are facilitated and recorded accurately and in a timely manner. > Establishing and maintaining departmental filing systems. > Assisting with monthly audits as required. > Assisting with maintaining information systems, databases and associated applications, including entry and extraction of data and preparation of reports. > Ensuring admission, transfer and discharge information is accurate, complete and up to date for ward inpatients and discharges; this includes making any appropriate changes. > Appointment times for patients are appropriately negotiated with relevant departments of the hospital and clients, and are accurate. > Policies and procedures for clinic bookings are adhered to. > Organise Interpreters. > Compliance with Medicare Billing Schedules.
<p>Provide a Clinical Word Processing Service.</p>	<ul style="list-style-type: none"> > Provide where required an efficient and accurate completion of a typing workload that may include correspondence, and other miscellaneous documents.
<p>Participate in the review and continuous improvement of office systems.</p>	<ul style="list-style-type: none"> > Contribute to the development of office systems and procedures.

<p>Support and actively participate in a positive culture and safe work environment within the department.</p>	<ul style="list-style-type: none">> Contribute to a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity, innovation and honesty.> Role models a positive approach and commitment to customer service.> Voice views and concerns in a constructive manner.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills:

- > Effective communication skills and ability to work with empathy, a diverse range of people, display courteous/polite manner, express a genuine willingness to help patients, staff, relatives and general public.
- > Sound working knowledge of office and administrative procedures and systems, including competent keyboard and data entry skills.
- > Demonstrated initiative, good organisational skills and attention to detail.
- > Ability to work independently, as part of team and to function in and promote a multi-disciplinary team approach.
- > Ability to handle conflict situations in a calm and impartial manner.
- > Ability to maintain a high standard of confidentiality.
- > Demonstrated ability to use judgement and respond to unusual circumstances in assisting with all enquires whilst working under continuous pressure.

Experience:

- > Experience in providing a confidential reception, secretarial and administrative support service.
- > Experience in dealing with a wide range of staff and organisations whilst ensuring the highest quality of service is provided.
- > Demonstrated experience in working under pressure to set priorities, work to deadlines and perform all duties effectively with a high level of accuracy, with limited supervision.
- > Experience with word processing and Microsoft Office products.

Knowledge:

- > Knowledge and awareness of the relevance of the EEO and WHS legislation in the workplace.
- > Sound knowledge of office management and administrative procedures and systems.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Understanding of medical terminology.

Personal Abilities/Aptitudes/Skills:

- > Nil.

Experience

- > Experience using WCHN ICT Systems HOMER, PSARL, Oasis, Sunrise (EMR) or similar.
- > Experience working in a health setting or similar.
- > Experience in preparing agendas and minute taking.

Knowledge:

- > Knowledge of the SA Health system and operations of Women's and Children's Health Network.
- > Knowledge of public sector procedures and processes, e.g. Commissioner's Standards and Guidelines

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.

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.

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