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SA Health Job Pack

Job Title	PATS Assessing Officer
Eligibility	Open to Everyone
Job Number	800825
Applications Closing Date	19/8/2022
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Rural Support Service - PATS (Patient Assistance Transport Scheme)
Location	Location to be in Port Lincoln
Classification	ASO2
Job Status	Temporary Full Time position working up to 28/7/2023
Salary	\$56,145 - \$60,396 p.a.

Contact Details

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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 Check (WWCC) - **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 C (minimal patient contact)

- *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 C (minimal patient contact). [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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



ROLE DESCRIPTION

Role Title:	Assessing Officer - Patient Assistant Transport Scheme (PATS)
Classification Code:	AS02
LHN/ HN/ SAAS/ DHA:	Barossa Hills Fleurieu Local Health Network
Hospital/ Service/ Cluster	Regional Support Service
Division:	Finance
Department/Section / Unit/ Ward:	PATS (Patient Assistance Transport Scheme)
Role reports to:	PATS Program Manager
Role Created/ Reviewed Date:	July 2020
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> DHS Disability Services Employment Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The assessing officer, Patient Assistance Transport Scheme (PATS) is responsible for providing an efficient and effective service to clients eligible for financial assistance through the scheme.

The assessing officer is responsible for examining applications against criteria and approving payment of benefits under the scheme within delegated authority.

Interact with other regional PATS assessors to provide a comprehensive subsidy payment service to regional South Australian clients needing to travel for approved medical specialist treatment. This encompasses clients travelling both intra-state and interstate for treatment.

Responsible for an advance payment system with nominated advance offices and accommodation payments via direct billing processes.

Direct Reports:

> N/A

Key Relationships/ Interactions:

Internal

- > Responsible to the Manager PATS
- > Accountable on a day to day basis to the PATS Program Administrator
- > Where relevant, accountable to the Finance Manager at the hospital location for line/operational management, this may include:
 - o Direct Supervision, Timesheets, Leave Provisions, Performance reviews, Payroll Services
 - o Other operational needs
- > Works as a member of the PATS team to achieve team outcomes in a cooperative and constructive manner.
- > Maintains effective working relationships with all members of the Regional Local Health Networks and staff from other agencies.

External

> N/A

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Dealing with demanding clients and often sensitive situations
- > Required to work in a setting independent of line management

Delegations:

- > N/A

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, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > 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.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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 SA Government's Risk Management Policy to work as appropriate.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

The regional South Australian Local Health Networks welcome Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace.

The regional LHN's are a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

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 a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Some out of hours work may be required.
- > Some intrastate/interstate travel involving overnight absences may be required.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Undertaking the financial and accounting requirements of the Patient Assistance Transport Scheme	<ul style="list-style-type: none"> Assessing the compliance of the applications against the PATS Guidelines for Assessment criteria and certifying payments. Maintaining data required for management of payee records and payment of applications via the PATS database. Undertake routine weekly payment processes, ensuring necessary reconciliations are performed. Participating in a range of assigned financial and accounting activities and investigations to support financial outcomes including liaising with stakeholders.
Contribute to the efficient and effective management of the program	<ul style="list-style-type: none"> Participating in the implementation of continuous improvement strategies. Ensuring that all work complies with prescribed processes and procedures and meets auditing and finance standards. Providing timely and appropriate information to all stakeholders in regard to the PATS policy principles and payment processes. Undertake required communication of information to PATS applicants, including specific information in regard to the provision of advance payments and individual payments as required. Preparing information in support of the provision of advice regarding accounting processes, procedures and reporting issues.
Contribute to the provision of a high quality customer service for both internal and external stakeholders	<ul style="list-style-type: none"> Undertaking accurate and timely data entry and payment of applications in accordance with the PATS policy and work instructions. Attending to client enquiries via written communication, phone or in person in a timely, efficient and professional manner.
Contribute to the provision of an efficient regional service	<ul style="list-style-type: none"> Liaising with colleagues in regional and metro PATS locations to ensure a seamless, transparent and consistent service delivery model across all locations. Provide PATS information, support and payment process service to stakeholders/applicants from any regional location as required.
Contribute to the achievement of outcomes, as identified in Country Health SA. Strategic plan	<ul style="list-style-type: none"> Contributing to the development and implementation of departmental strategic directions and plans. Contribute to the well-being of people in South Australia through participation 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.

<p>Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination</p>	<ul style="list-style-type: none"> • Complying with workplace policies and procedures. • Participating in all activities associated with the management of workplace health and safety. • Identifying and reporting all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace. • Complying with and have a working knowledge and understanding of Infection Controlling policies and procedures. • Utilising appropriate personal protective equipment. • Promoting awareness and compliance with Equal Employment Opportunity principles. • Participating in personal development reviews. • Participation in continuous quality improvement programmes. • Ensuring cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate by the organisation.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Demonstrated data entry and computer skills.
- > Demonstrated ability to prioritise workloads.
- > Demonstrated ability to work with minimum of supervision applying initiative and/or judgement to ensure timely completion of tasks and/or activities as directed.
- > Demonstrated ability to deploy professional integrity, maintain confidentiality and sustain credibility.
- > Ability to utilise problem solving and analytical strategies to deal with complex issues.
- > Ability to communicate effectively both verbally and in writing with a wide range of clients, health service staff and staff from other agencies

Experience

- > Experience in administering programs with broad policy principles and understanding the implications of these in administering eligibility criteria.
- > Experience in providing administrative and clerical support services.
- > Experience in a customer service environment, including dealing with difficult clients.

Knowledge

- > A general knowledge of finance principles and relevant government policy and procedures.
- > Knowledge of the principles of good customer service.
- > Knowledge of current Microsoft suite of programs.
- > Knowledge of office and clerical procedures.
- >

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications (considered to be useful in carrying out the responsibilities of the role)

- > N/A

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment):

- > Ability to interpret, apply and provide advice on policy/procedures and develop administrative instructions in line with these.

Experience

- > Administrative experience in a health/customer service environment.
- > Experience in a transport provision service environment or similar.
- > Experience in training other staff.
- > Experience in the application of criteria and determination of outcomes

Knowledge

- > Knowledge of the Patient Assistant Transport Program

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, Barossa Hills Fleurieu Local Health Network, Eyre & Far North Local Health Network, Flinders & Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong, Local Health Network, Yorke & Northern 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:

Patient Assistance Transport Scheme (PATs)

PATs provides country patients and their approved escorts with some reimbursement towards the cost of travel and accommodation when they are required to travel over 100 kilometres (each way) to receive specialist medical treatment.

The PATs Information Booklet was distributed in September 2011 and implementation of the principles in this document has been consistently applied since that time.

The scheme is intended to subsidise the unavoidable financial costs for those residents of South Australia who have no option but to travel a long distance to receive essential medical services from an approved medical specialist. The patient is required to travel from and return directly to the permanent residence at the conclusion of treatment.

The Patient Assistance Transport Scheme Assessors are all ASO2 staff located in the Adelaide and regional country locations: Port Lincoln, Whyalla, Port Augusta, Riverland, and Mount Gambier. The ASO7 Manager currently has line management responsibility for these 14 staff (10.9 FTE) and is located in Port Pirie.

PATs is administered as a part of the Barossa Hills Fleurieu LHN- Rural Support Service; the Manager PATs reports to the Executive Director, Rural Support Service.

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.

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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: **Role Title:** **Program Manager,
Patient Assistance Transport Scheme**

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: