



ROLE DESCRIPTION

Role Title:	Administrative Assistant – Department of General Medicine
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:	Division of Paediatric Medicine
Department/Section / Unit/ Ward:	Paediatric Medical Departments
Role reports to:	Manager, Administrative Services – Paediatric Medicine
Role Created/ Reviewed Date:	May 2023
Criminal History Clearance Requirements:	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
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 Administrative Assistant is accountable to the Medical Unit Head/Nurse Unit Manager, of the Department, on a day-to-day basis for:

- > Providing a high level of administrative and reception support services to the Department
- > Maintaining and ensuring accuracy of clerical documentation
- > Contributing to the provision of effective patient care management by maintaining accurate records, booking lists and other details
- > Assists in the management of outpatient clinic bookings
- > Maintaining systems and processes to assist the streamlining and efficiency of timely processes and workload within the Department

Direct Reports:

- > Reports to the Manager, Administrative Services – Paediatric Medicine
- > Reports operationally to the Medical Unit Head &/or Nurse Unit Manager on day-to-day basis
- > Nil reports to this position

Key Relationships/ Interactions:

Internal

- > Reports to the Medical Unit Head (MUH)/Nurse Unit Manager (NUM) for day-to-day activities
- > Works collaboratively with Medical and Nursing staff, Paediatric Admissions, Ward Clerks, Medical Records, Medical Imaging and Outpatient Services.
- > Works closely with the other administrative officers in the Network and liaises with and provides support for the multi-disciplinary teams within the Division of Paediatric Medicine.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with a diverse client base, both internal and external, within a dynamic and changing health sector environment.
- > Working as a key team member to develop and establish innovative improvement strategies for the Divisional Office.
- > Using initiative and judgement when dealing with a broad range of clients and administrative tasks whilst managing workload priorities and meeting deadlines.

Delegations:

- > As per Women's and Children's Health Network 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, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the data of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > 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.

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.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: **Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.**

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

Key Result Areas	Major Responsibilities
Ensure day to day, high level administrative and reception support services are provided to the Department.	<ul style="list-style-type: none"> > Providing a front-line reception service to the department > Directing visitors/relatives, maintaining good public relations > Providing appropriate support to patients, relatives and visitors > Attending to, screening and appropriately directing telephone calls > Ensuring that enquiries regarding patient welfare are dealt with promptly by directing enquiries to relevant nursing or medical staff > Maintaining and preparing patient files/folders/noticeboards for clinic > Liaising regularly throughout the day with the MUH/NUM and other department staff regarding any changes or urgent matters > Patient follow up appointments are booked using sound knowledge and judgment. Appointment booking processes are followed in line with Corporate Administration Services guidelines > Preparing and processing documentation for billable patients > Providing an administrative assistant support service to the Medical Unit Head or Nurse Unit Manager and other staff as required, e.g. word processing, minute taking > Coordination of diary appointments
Processing, managing, and maintaining all private and public referrals. Ensure referrals are compliant. Process MBS billing and cash receipts of any gap payments.	<ul style="list-style-type: none"> > Receive and process referrals. > Ensure Medicare cheques are processed in a timely manner > Process billings for all appointments using department system > Process MBS Billing using online Medicare system in a timely manner.
Quality maintenance of Patient Information Systems	<ul style="list-style-type: none"> > Correct utilisation of all relevant information technology systems pertaining to ward or area maintenance. Maintaining accurate patient data on all patient information systems, for example SUNRISE, ORMIS and OACIS > Ensuring the maintenance of confidential patient Unit Records by accurate filing of reports, results and tracking to the appropriate departments. Also checking name labels and continuation sheets are included >
Records Management	<ul style="list-style-type: none"> > Liaising with the Medical Records Department. > Correspondence is coordinated and documented appropriately. > Collection, maintenance, tracking and returning of case notes. >
Maintain office stationery, supplies and equipment.	<ul style="list-style-type: none"> > Maintain adequate supply of office materials and equipment by ordering items in line with purchasing procedures.
Delivering services in a culturally sensitive manner	<ul style="list-style-type: none"> > Promotes access and equity of services for people from culturally and linguistically diverse backgrounds > Receives client feedback and escalates as required > Provides services that are culturally sensitive to the needs of clients
Assist in the provision of quality improvement by taking a leadership role in quality control reviews and improvement programs	<ul style="list-style-type: none"> > Participating in the development, maintenance and updating of administrative procedures and policies where appropriate > Participating in data collection at the departmental level as required > Contributing to the safety of all staff by reporting safety problems and equipment breakdowns/malfunction to the appropriate

	<p>person/department immediately</p> <ul style="list-style-type: none">> Participating in meetings and staff development opportunities as advised by the Nurse Unit Manager/ Administrative Manager> Timely negotiation of Annual / LSL leave and notification of personal carers and other leave> Operating under the Code of Ethics for SA Public Sector Employees and WCHN Corporate Policies> Change management processes are supported.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

Demonstrated ability to:

- > Provide a consultancy and advisory service to management and staff at all levels and to establish and maintain both integrity and confidentiality in dealing with issues of a sensitive nature.
- > Communicate, both verbally and in writing, to a wide range of people on a range of sensitive and complex issues.
- > Work effectively within a team environment.
- > Work independently and under limited direction to meet deadlines and achieve agreed outputs whilst working with demanding and sometimes competing priorities.
- > Develop and implement constructive and innovative policies, practices and procedures to assist and facilitate the achievement of organisational goals.
- > High-level time management and organisation skills.
- > Ability to deal with situations, staff and patients with maturity and empathy

Experience

- > Previous administrative / clerical experience.
- > Experience with the use of windows and Microsoft Office products; e.g. Microsoft Word, Excel, Outlook.
- > Experience in providing a confidential secretarial and personal administrative support service to senior staff, including in the drafting and editing of general correspondence, minutes and reports.
- > Experience in dealing with a wide range of organisations and senior staff members.
- > Experience in typing reports, letters, etc

Knowledge

- > Knowledge of the principles and practice of OHSW and IM, Equal Opportunity Act, the Public Sector Act 2009, Code of Ethics and diversity appropriate to the requirements of the position.
- > Knowledge of all aspects of office procedures
- > Good working knowledge of Medical Terminology

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Any relevant business studies

Personal Abilities/Aptitudes/Skills:

- > Ability to adapt to change and acquire new skills.
- > Ability to establish good interpersonal relationships with other staff, patients, parents and clinicians.

Experience

- > Previous administrative/clerical experience in a Health Service.
- > Experience in preparing agendas and minute taking.
- > Experience in referral management/compliance & MBS Billing

Knowledge

- > Knowledge of public hospital policies and procedures
- > Knowledge and experience using Hospital Based Systems

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