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## SA Health Job Pack

<b>Job Title</b>	Administrative Assistant
<b>Job Number</b>	664273
<b>Applications Closing Date</b>	Friday 27 September 2019
<b>Region / Division</b>	Southern Adelaide Local Health Network
<b>Health Service</b>	Rehabilitation Services
<b>Location</b>	Bedford Park
<b>Classification</b>	ASO2
<b>Job Status</b>	Casual
<b>Salary</b>	\$27.51 - \$29.65 per hour + 25% casual loading

## 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 Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

<b>Full name</b>	Tanya McGrath, Supervisor, Medical Records and Casual Pool
<b>Phone number</b>	8275 1095
<b>Email address</b>	Tanya.McGrath@sa.gov.au

# 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 <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

# Southern Adelaide Local Health Network (LHN)

## JOB AND PERSON SPECIFICATION

### (NON-MANAGERIAL)

<b>Role Title:</b>	Casual Admin Assistant – Rehab Services
<b>Classification Code:</b>	AS02
<b>Position Number</b>	P10514
<b>LHN/ HN/ SAAS/ DHA:</b>	SOUTHERN ADELAIDE LOCAL HEALTH NETWORK
<b>Hospital/ Service/ Cluster</b>	FMC /
<b>Division:</b>	Rehabilitation, Aged and Palliative Care
<b>Department/Section / Unit/ Ward:</b>	Various
<b>Role reports to:</b>	<b>Operationally:</b> Manager of the Casual Pool <b>Professionally:</b> Manager of the Casual Pool
<b>Role Created/ Reviewed Date:</b>	May 2018
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

### Job Specification

#### Primary Objective(s) of role:

- Responsible to the Manager, Casual Pool for the provision of a quality administrative service to the hospital, covering vacant AS02 admin positions.

#### Key Relationships/ Interactions:

##### Internal

- Operationally reports to Manager, Casual Pool and relevant area Manager
- Professionally reports to Manager, Casual Pool and relevant area Manager
- Works collaboratively with staff and all members of the hospital
- Contributes to the day to day operations of the hospital

##### External

- Works collaboratively with staff from other areas of SALHN and SA Health
- Provides administrative customer service to members of the general public presenting to the hospital in the relevant area

#### Challenges associated with Role:

Major challenges currently associated with the role include:

- Constant changes in work environment and roles

**Delegations:** (as defined in SALHN instruments of delegations)

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**

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 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's Protection Act 1993* (Cth) – 'Notification of Abuse or Neglect'.
- 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.

**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 Children's Protection Act (1993) must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the Children's Protection Act 1993 (Cth) or 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth).
- 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 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.

## STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

### Skills & Application

#### **Contributes to the provision of a comprehensive, consumer-oriented and efficient service by:**

- covering the vacant ASO2 position as appropriate
- ensuring data in EPAS is accurate, complete and up-to-date
- make appointments as necessary, eg outpatients, transport
- prioritising the sequential filing of inpatient forms within the medical record in a timely and accurate manner
- Maintain appropriate stocks of stationery.
- Other relevant duties as required.

### Customer Service

#### **Contribute to the maintenance of a high organisational standard of Customer Service by:**

- acting in a professional manner at all times when dealing with internal and external clients;
- positively promoting the organisation both internally and externally;
- providing prompt and courteous service to all clients including colleagues, other departments and the community;
- maintaining confidentiality on all issues relating to the organisation, the clients and fellow colleagues;
- treating all customers with respect and equality whilst being responsive to their needs;
- maintaining a professional and pleasing telephone manner and being responsive to telephone enquiries;
- maintaining dress and personal presentation standards appropriate to the working environments and that reflect organisational standards and regulations at all times.

### Personal & Professional Development

#### **Contribute to your personal, professional development to meet the changing needs of your position, career and industry by:**

- attending and being actively involved in all Mandatory and other relevant training sessions provided by the organisation within required timeframes;
- actively participating in the Performance Development process including Annual Performance Review, which assists to identify your professional and personal development requirements

### Teamwork & Communication

#### **Contribute to an environment of positive teamwork and communication by:**

- being aware of, and practice according to, the organisation's mission, objectives, core values and strategies;
- demonstrating the ability to work consistently positive within a team (and/or across teams) to achieve team goals;
- working harmoniously with other team members to achieve service delivery excellence;
- resolving any workplace conflict or grievances in a professional manner and through the correct organisational processes;
- maintaining and initiating regular and professional communication with all relevant colleagues and managers.

### Continuous Improvement

#### **Contribute to continuous improvement and the quality management system at FMC by:**

- participating in Team planning activities;
- demonstrating understanding of, and compliance with, standards of practice, external legislation and FMC policies and procedures that relate to this position and the organisation;
- aiming to improve the quality of work processes and individual work practices;
- participating in and contributing to the accreditation process including the recording of quality activities in the FMC Quality Register

## **Administration & Documentation**

### **Contribute to the maintenance of sound administration and documentation practices by:**

- Ensuring that all documentation is accurate and completed in a professional and timely manner and is in accordance with any organisational and/or legislative requirements where applicable.
- Comply with the principles of the Code of Fair Information Practice, adopted by the Department of Human Services, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers by:
- maintaining an awareness and understanding of the principles of the Code of Fair Information Practice;
- adhering to those principles as they relate to the performance of the duties of your position.

## **Work, Health and Safety**

**Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements.**

## **National Safety & Quality Health Service Standards**

**Commitment to achieving and complying with National Safety & Quality Health Service Standards.**

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Acknowledged by Occupant: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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## Person Specification

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

Nil stated

#### Personal Abilities/Aptitudes/Skills

- Fast, accurate and timely keyboard experience to ensure information is available to other users of the computer system.
- Possess a friendly, helpful disposition and the ability to remain calm in challenging situations.

#### Experience

- Fast, accurate and timely keyboard experience to ensure information is available to other users of the computer system.
- Experience working in a busy, multi-disciplinary setting (preferably health)
- Experience working with minimal supervision and using initiative for problem solving and dealing with several tasks at the same time.
- Experience working with confidential information.
- Experience communicating effectively with all internal and external customers.
- Experience working with filing systems to ensure correct filing of patient results.
- Experience working in a customer service environment.

#### Knowledge

- Understanding of Work Health Safety principles and procedures
- Understanding of Quality Management principles and procedures
- Understanding of Delegated Safety Roles and Responsibilities
- Awareness of National Safety and Quality Health Service Standards

## 2. DESIRABLE CHARACTERISTICS

#### Personal Abilities/Aptitudes/Skills

Nil stated

#### Experience

- Proven experience in basic computing skills, including email and word processing
- Experience working in a health setting

#### Knowledge

Awareness of the Charter of Health and Community Services rights.

#### Educational/Vocational Qualifications

Nil stated

#### Other details

Nil stated



## 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, socio economic, 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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 Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has two hospitals, Flinders Medical Centre and Noarlunga Hospital.

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and General Practice Network South.

## 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; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability – 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.

### SALHN Vision

We believe in providing the standard of health care that we desire for our own families and friends.

### SALHN core value TRUST

Building positive relationships; with our patients, employees and partners.

## Approvals

### Job and Person Specification 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:**