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SA Health Job Pack – Casual Pools

Job Title	Casual Medical Receptionist
Job Number	665089
Applications Closing Date	30 June 2019
Region / Division	Country Health SA Local Health Network
Health Service	Ceduna District Health Service
Location	Ceduna
Classification	ASO2
Job Status	Casual
Remuneration is indicative only*	\$50,815 - \$55,003 + 25% casual loading (pro rata)

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 - **DHS**
- ☐ 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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Rebecca Kavanagh
Title	Team Leader
Phone number	86262158
Email address	rebecca.kavanagh@sa.gov.au



Government of South Australia
SA Health

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. Aboriginal and Torres Strait Islander applicants are encouraged to apply.

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.

The South Australian public sector promotes diversity and flexible ways of working including part-time. Applicants are encouraged to discuss the flexible working arrangements for this role.

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.



ROLE DESCRIPTION

Role Title:	Casual Medical Receptionist
Classification Code:	AS02
LHN/ HN/ SAAS/ DHA:	Country Health SA Local Health Network
Hospital/ Service/ Cluster	Eyre & Far North
Division:	Ceduna District Health Services
Department/Section / Unit/ Ward:	GP Plus
Role reports to:	Regional Community Health Team Leader
Role Created/ Reviewed Date:	November 2015
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

As a member of a team, the Medical Receptionist is responsible to the Regional Community Health Team Leader - GP Plus Health Care Centre for providing responsive, quality customer services to a range of customers at the primary customer contact for Ceduna District Health Services.

The position also undertakes a range of other activities to support the efficient and effective management and administration of Ceduna District Health Services and the delivery of services, including environments such as administration and medical records.

Direct Reports:

The Medical Receptionist is accountable to the Regional Community Health Team Leader and the GP Plus Practice Manager and participates as a member of a multi-disciplinary organisation.

Key Relationships/ Interactions:Internal

- > The incumbent liaises with and/or provides services to a range of customers and stakeholders internal and external to the organisation
- > Provide administrative support activities related to the Medical Practice

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).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > 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 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.

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:

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is 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 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 (DCSI).
- > 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 working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the sound management of the administration department in an efficient and effective manner by	<ul style="list-style-type: none"> > Managing and maintaining the integrity of the computerised records management system. > Providing word processing and data entry operations. > Contributing to the Medical Records, general Administrative and Financial Management and planning of the Health Services by participating in processes relating to (but not limited to) managing and maintaining medical record files and patient management systems, the payment of creditors, raising and receipting debtors and the maintenance of the patient billing accounts. > Managing the creation, storage and disposal of records and the maintenance of information storage and retrieval systems to ensure that an accurate accessible record of documentation is kept. > Ensuring client information and requests for information is managed in a courteous and confidential manner and information is accurate and managed in accordance with Freedom Of Information and Privacy principals and processes. > Perform the role of Minute Secretary to Committees/Working Parties as requested. > The incumbent is responsible and accountable for the maintenance of information storage and retrieval systems
Contribute to the efficient operation of site management through	<ul style="list-style-type: none"> • Maintaining medical record files in accordance to Policies, Procedures and guidelines. • Participating in implementing appropriate administrative systems at the local site. • Monitoring and requisitioning stationery and minor office equipment/supplies. • Complying with relevant data collection processes and reporting requirements. • Monitoring workflow, prioritising work and assist with meeting work deadlines. • Ensuring that the required procedures regarding receipting and banking of monies received over the counter are strictly adhered to. • Maintaining room bookings and arranging appropriate equipment. <p>></p> <p>></p>
Contribute to the effective maintenance of workplace relations with the organisation by:	<ul style="list-style-type: none"> • Medical Receptionists are expected to work with empathy, display a courteous/polite manner, maintain confidentiality and express a genuine willingness to help patients, clients, consumers, residents, relatives staff and the general public.

	<ul style="list-style-type: none"> • Participating in relevant training and development activities. • Contribute to relevant decision making processes, especially with regards to the administrative services, policies and procedures. • Identifying needs as they arise to ensure the provision of resources and necessary equipment. <p>></p> <p>></p>
Contributes to compliance with best practice processes, organisation and departmental legislative requirements and ensure a safe and healthy work environment, free of discrimination by;	<p>> Participate and contribute to safety and quality improvement programs and other facility activities to meet Service/Accreditation Standards.</p> <p>> Comply with all relevant Commonwealth & State and Organisational; Legislation / Standards / Guidelines / Directives / Policy & Procedures.</p> <p>> Comply with the requirements of the Adequate Records Management Standards (State Records Act 1997) with regard to the management of official records created and/or received in the course of business.</p> <p>> Promoting and applying policies, procedures and practices that ensure the elimination of discrimination against all people with disabilities in accordance with the Disability Discrimination Act.</p> <p>> Promoting and implementing policies and procedures in relation to EEO and the prevention of bullying, harassment and intimidation.</p> <p>></p> <p>></p>
Health Safety and Welfare:	<p>As an employee of the organisation you are required to follow defined HS&W policies and procedures related to the work being undertaken in order to ensure own safety and that of others in the work place. In particular:</p> <p>> Follow workplace HS&W policies and procedures when performing tasks.</p> <p>> Contribute and participate in arrangements for the management of HS&W within the organisation.</p> <p>> Follow any reasonable safety instruction given by your supervisor.</p> <p>> Report all hazards, incidents, injuries and unsafe work practices in the workplace to your supervisor.</p> <p>> Elect and support your workplace Health and Safety Representative</p> <p>></p>

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

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Personal Abilities/Aptitudes/Skills:

- > Proven ability to perform a range of administrative and clerical functions
- > *Proven ability to select and apply communication and interpersonal skills to liaise effectively*
- > *Ability to use initiative and judgement*
- > Ability to prioritise and co-ordinate workloads
- > Proven ability to meet deadlines
- > Ability to work in a multidisciplinary team environment.
- > Positive attitude towards continuous self improvement.
- >

Experience

- > Experience in providing an effective customer contact
- > Experience in providing a range of general administrative supports
- > Proven ability to maintain/organise data
- > Proven experience in the use of government mandated PC software (i.e. Microsoft Word and Microsoft Excel).
- >

Knowledge

- > A sound working knowledge of policies an relating to Occupational Health, Safety and Welfare, EEO and personnel management standards as they relate to scope of the position
- > A sound appreciation of the need for good communication, discretion and confidentiality
- > A proven knowledge of administration processes and functions
- >

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

>

Personal Abilities/Aptitudes/Skills:

>

Experience

Knowledge

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 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.

CHSALHN - Eyre & Far North - West:

The Eyre & Far North region includes the local government areas of Port Lincoln, Ceduna, Wudinna, Streaky Bay, Elliston, Cleve, Cowell, Kimba, Tumby Bay, Cummins, Coober Pedy, Oodnadatta and the Unincorporated West Coast. The EFN region covers an area of 100 thousand square kilometres and has a total population of approximately 65,000 people this includes an aboriginal population of approximately 2371 people.

The EFN-West region has six health service regions which provide a range of hospital, medical practices, health centres, residential aged care, mental health, dental and community based health and aged care services. It consists of Port Lincoln Health Services, Lower Eyre Health Services, Mid-West Health Services, Ceduna Health Services, Eastern Eyre Health Services and Coober Pedy Health Services. The structure is incorporated under the SA Health Care Act (2008).

The region includes a Country General Hospital located in Port Lincoln, and hospitals located in Ceduna, Streaky Bay, Elliston, Wudinna, Tumby Bay, Cummins, Cleve, Cowell, Kimba and Coober Pedy. Low Level residential aged care facilities are located within the hospitals at Ceduna, Wudinna, Elliston, and Cowell, stand-a-alone low level residential aged care facilities are located in Streaky Bay, Tumby Bay, Kimba, Cleve, and Cummins.. Elliston Hospital includes a dementia unit. CHSALHN Medical Practices are located in Ceduna, Coober Pedy and Mid-Eyre (Cleve/Kimba/Elliston). Health Centres are located in Lock and Oodnadatta. Community Health services are available In the Port Lincoln, Lower Eyre, Mid-West, Eastern Eyre, Ceduna and Coober Pedy regions.

A number of towns across the area are located at very large distances from a Country General Hospital, large regional hospital or metropolitan hospital. Ceduna is located more than 400km from the Port Lincoln Country General Hospital and Port Lincoln is located approximately 640kms from the Royal Adelaide Hospital. Coober Pedy is located over 500kms and 600km from Port August and Whyalla Hospitals respectively

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:

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: