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SA Health Job Pack – Casual Pool

Job Title	Administration Services Officer
Eligibility	Open to Everyone
Job Number	795476
Applications Closing Date	28 April 2023
Region / Division	Yorke and Northern Local Health Network
Health Service	Walleroo Hospital
Location	Walleroo
Classification	ASO2
Job Status	Casual (up to 28 April 2023)
Salary	\$26.24 - \$26.53 per hour + 25% casual loading

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 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:

- ☐ Working with Children Check - **DHS**
- ☒ Unsupervised Contact with Vulnerable Groups Employment Screening - **NPC**
- ☐ NDIS Worker Check – DHS.
- ☐ 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 <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:	Reception – Administration Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input type="checkbox"/> Riverland Mallee Coorong Local Health Network <input checked="" type="checkbox"/> Yorke and Northern Local Health Network
Hospital / Service / Cluster / RSS	Walleroo Hospital
Division:	
Department/Section / Unit/ Ward:	Hospital Administration Services
Role reports to:	Administration Team Leader
Role Created/ Reviewed Date:	July 2021
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	<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)

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is responsible to the Administration Team Leader for the provision of a quality, accessible administrative service for clients and efficient administrative support function for the staff of Wallaroo Hospital and Health Service. This is undertaken in the framework of established administrative practices and includes word processing, data entry, record maintenance to State Records Standards, information provision and accounts processing.

Key Relationships/ Interactions:

- Reports to the Administration Team Leader, Wallaroo Hospital and Health Services.
- Maintains cooperative and productive working relationships with all members of the clinical and multidisciplinary team.
- Support and works collaboratively with less experienced members of the Administration team.
- Participates as a member of the Administrative Team and Medical Records Team meetings.

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:

YNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. YNLHN 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 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of an efficient and professional administration and reception service.	<ul style="list-style-type: none"> > Provide timely and effective responses to customer enquiries. > Provide accurate and timely word processing service, by prioritising work. > Maintaining appointment schedules for visiting specialists and community midwives. Liaison with specialist rooms on visiting dates. > Receipting of incoming monies in the correct manner. > Ensuring that outgoing and incoming mail is recorded, distributed and filed appropriately. > Ensure compliance with relevant Medical Records standards and State Records Adequate Records Management Standard. > Assist with the preparation and retrieval of client files. > Participating in the management of correspondence and filing system. > Entering data onto HCP database for Health funds and printing of Private Hospital accounts for sending to clients. > Entering admission data onto Chiron database for elective surgery admissions. > Maintenance of stationary stocks at satisfactory levels. > Participating in team and Committee meetings as required. > Monitoring of volunteers and trainees, as required. > Undertake any other duties as instructed.
Contribute to the provision of an efficient Medical Record Service	<ul style="list-style-type: none"> > Retrieve elective and emergency customer records, provide customer labels and attach to all relevant Medical Record forms. Ensure tracer card is put in place of record, to record movement.. > Liaise with Clinical Nurse regarding clients on theatre lists. Ensure all are pre-booked and notes assembled in preparation for booked admissions. > Issue new clients with Unit Record Numbers and assemble notes. > Attend Medical Records Committee meetings and Administration team meetings. > Keep an up-to-date stock of all medical records forms, preadmission packs and relevant stationery > File all investigation reports, correspondence and relevant documentation in customer's medical record.
Contribute to the provision of an effective level of administrative support:	<ul style="list-style-type: none"> > Entering patient data onto theatre lists and liaise with Clinical Nurse in the determination of admission times for elective theatre clients. > Liaise with Specialist's rooms and Clinical Nurse in the development of the annual theatre/ outpatient calendar. > Participating in the management of correspondence and filing system. > Prioritising work, monitoring workflow and assisting with training staff. > Ensure compliance with the requirements of the State Records Adequate Records Management Standard with regard to the management of official records created and/or received in the course of business
Contribute to an effective continuous quality improvement cycle.	<ul style="list-style-type: none"> > Assisting in the development and monitoring of departmental plans, activities, performance indicators and programs > Assisting in implementing and evaluating YNRR policies and procedures.
Adhere to relevant legislative requirements and working	<ul style="list-style-type: none"> > Actively participating in the identification and resolution of Occupational Health Safety and Welfare and Injury Management

within the Cultural Respect Framework, the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare and Injury Management.	<p>issues to promote safe and healthy work practices.</p> <ul style="list-style-type: none"> > Ensuring appropriate incident/hazard reporting, and WorkCover documentation is completed within the required timeframe. > Ensuring the South Australian Health Commission Code of Conduct for Employees is adhered to. > Ensuring a harmonious workplace free of unlawful discrimination, sexual harassment and bullying is maintained.
Contribute to the well-being of people in South Australia through participation in Counter Disaster activities	<ul style="list-style-type: none"> > attendance, as required, at training programs and exercises to develop the necessary skills required > participate in responses in the event of a disaster and/ or major incident
Contribute to Community Participation in Healthcare and apply the principles in the planning and evaluation activities relevant to improving the health of people in our communities.	<ul style="list-style-type: none"> > Empowering community members to making informed decisions about their health care choices. > Provision of accurate information on health care choices for clients attending Wallaroo Hospital and Health Service.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS (Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications (include only those listed as an essential qualification for the specified classification group)

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

- > Highly developed and effective interpersonal and communication skills (both verbal and non verbal)
- > Demonstrated ability to problem solve
- > Demonstrated ability to prioritise workload and perform functions with minimal supervision
- > Demonstrated ability to maintain confidentiality
- > Demonstrated ability to be positive and adapt to change
- > Demonstrated ability to be customer focussed and commitment to quality client services.
- > Demonstrated ability to work within a team environment.

Experience

- > Experience working with a range of customers
- > Experience in the maintenance of client information and records.

Knowledge

- > Knowledge of appropriate customer service practices
- > Knowledge of the application of proprietary software such as Excel and Word.
- > Knowledge of codes of conduct, pertaining to the profession and SA Government employees.
- > Knowledge of Occupational Health and Safety principles and safe work practices.
- > Knowledge of Equal Opportunity principles.

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)

Studies in:

- > Record management
- > Medical Terminology

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

- > Ability to contribute to the development of policies and procedures relating to administrative issues.

Experience

- > Some experience in developing solutions to basic IT problems.
- > Experience in data entry of information and statistics

Knowledge

- > Knowledge of Retention and Destruction Schedule and record function
- > Knowledge of medical terminology
- > Knowledge of clerical/administrative procedures within a health care setting
- > Knowledge of record management practices (Terminal Digit Filing)
- > Knowledge of Chiron, working systems and CME Applications would be an advantage

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.

Health Network/ Division/ Department:

.....

(In one paragraph describe the role of the Division/ Branch/Unit/ Team relevant to the role.)

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.

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: