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SA Health Job Pack

Job Title	SharePoint and Microsoft 365 Support Officer
Eligibility	Open to Everyone
Job Number	863231
Applications Closing Date	10/5/2024
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Rural Support Service
Location	location negotiable
Classification	ASO4
Job Status	Temporary Full Time position working up to 27 June 2025
Salary	\$75,430 to \$79,070 p.a.

Contact Details

Full name	Wendy Firman
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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	SharePoint and Microsoft 365 Support Officer
Classification Code	ASO4
Position Number	
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital / Service / Cluster / RSS	Rural Support Service (RSS)
Department/Section / Unit/ Ward	Corporate Services, Business Development
Role reports to	Manager, Business Development
Role Created/ Reviewed Date	May 2023
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category C (Minimal patient contact) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

The SharePoint and Microsoft 365 Support Officer is accountable to the Manager Business Development for:

- > SharePoint content management support for regional Local Health Networks (rLHNs) and the Rural Support Service (RSS) (e.g., maintaining the SharePoint site, pages and webparts).
- > Business Analysis support and partnering with rLHNs and the RSS to understand and document process and data needs.
- > Supporting the rLHNs and the RSS to improve the way they work by providing advice and contributing to the development of Microsoft 365 Apps (e.g., Power Automate, PowerApps and SharePoint).
- > Providing training for SharePoint site administrators and editors, including creation of documentation.
- > Playing a key role in Microsoft 365-related projects.
- > Providing assistance and advice to the Microsoft Office 365 Administrator as required

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Reports to the Microsoft Office 365 Administrator, working under broad direction.
- > Works closely with the SharePoint and Web Administrator to maintain and develop rLHN and RSS SharePoint sites.
- > Member of the Business Development Unit team and the broader Rural Support Service.
- > Works closely with, and provides information, education and general assistance to, content owners and editors across the regional LHNs and the RSS to manage and support regional LHN SharePoint sites.
- > Works closely with regional LHN and RSS communication teams and staff within the regional LHNs and RSS to understand and address communications requirements.
- > Maintains close working relationships with staff throughout the regional LHNs to support business goals, business use and functionality requirements.
- > Works closely with the Department of Premier and Cabinet as administrators of the SA Government Microsoft Office 365 tenancy and Digital Health SA Service Desk to ensure any technical issues that occur with Microsoft Office 365 are rectified with high priority.

External

- > Liaises with external providers, such as Microsoft and DXC, when required to support regional LHN and RSS SharePoint sites and Microsoft 365 Apps.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with a very large number of stakeholders with competing demands.
- > Having a good understanding of the ever-changing Microsoft Office suite.
- > Keeping knowledge current regarding policies and guidelines related to use of Microsoft Office 365.

Delegations:

- > Nil

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

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.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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:

Barossa Hills Fleurieu Local Health Network Inc. as the host LHN for the RSS welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Barossa Hills Fleurieu Local Health Network Inc. is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > 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 employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > NDIS Worker Screening Check 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 intrastate travel and out of hours work may be required.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Ensure regional LHN SharePoint sites and their users are supported and managed by:	<ul style="list-style-type: none"> > providing assistance and support to content owners and editors across the regional LHNs and the RSS; > maintaining the integrity of the information architecture, accessibility, usability, navigability, and consistency of content hosted on SharePoint; > actively participating in projects related to rLHN SharePoint sites, including site implementations and migrations; > supporting the transition from Classic SharePoint sites to Modern SharePoint sites; and > investigating new SharePoint related technologies and keeping skills up to date.
Assisting with SharePoint and website documentation and training by:	<ul style="list-style-type: none"> > establishing and maintaining key stakeholder relationships across the regional LHNs and the RSS to facilitate information flow; > developing clear processes to ensure that content is current, accessible and in the appropriate format for publishing; > ensuring processes are sufficiently documented to enable backfill or additional support where required; > providing expert training and support for SharePoint content editors to enable them to upload content; and > supporting SharePoint content owners and editors by providing comprehensive 'self-help' training resources.
Supporting the development of Microsoft 365 Apps (e.g., Power Automate, PowerApps and SharePoint) by:	<ul style="list-style-type: none"> > investigating Microsoft 365 Apps and keeping skills up to date; > providing advice to the rLHNs and the RSS on M365 solutions to solve business problems and improve the way they work; and > developing and maintaining some Microsoft 365 Apps.
Contribute to the understanding and application of SA Health/Local Health Network policies and procedures by:	<ul style="list-style-type: none"> > supporting values that respect historical and contemporary Aboriginal cultures so that Aboriginal people are recognised as having a special connection with the State; > ensuring the needs of all cultures are met through the provision of appropriate services; > ensuring compliance with relevant law and South Australian Government and SA Health policies; > contributing to counter disaster planning and preparedness as required; > assisting with and supporting any internal or external audit processes; and > ensuring the promotion and implementation of the General Public Sector Managements Aims, Personnel Management Standards and employee conduct standards – in particular, Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements, and demonstrating a commitment to the Premier's Safety Commitment.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Ability to deal with competing priorities and works well under pressure.
- > Demonstrated motivation, reliability and creativity.
- > Ability to support and work with people with diverse value systems, cultural difference and special needs.
- > Ability to communicate exceptionally well both verbally and in writing with staff on all levels.
- > Ability to research information and provide practical recommendations

Experience

- > Demonstrated experience in managing content in Microsoft SharePoint Online at a high level.
- > Experience in use of Microsoft Office 365 Apps.
- > Experience in working on projects, either individually or as part of a team.
- > Experience in providing a help desk style service.
- > Experience in contributing to the development and review of business processes.
- > Experience in training staff.

Knowledge

- > Sound knowledge of computer applications.
- > Sound knowledge of websites and intranet sites in a government setting, including their use and purpose.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Relevant tertiary qualification

Personal Abilities/Aptitudes/Skills

- > Ability to interpret basic health related terminology.
- > Ability to support others through change.

Experience

- > Experience in creating and managing content in Modern SharePoint.
- > Experience in Microsoft Office 365 and SharePoint administration.
- > Experience with developing and maintaining Microsoft 365 Apps.
- > Experience working within a health or human services setting.
- > Experience with website development and/or website content management.
- > Experience with complex project tasks.
- > Experience in the utilisation of web development software and content management tools.

Knowledge

- > Knowledge of the operations of Department of Health, and the core business of Government Health Sector.
- > Knowledge of broader ICT concepts and terminology.
- > Knowledge of broader concepts of website content management.

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 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.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an expenditure budget of around \$280 million and an employed workforce of over 2000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Business Development Unit:

The Business Development Unit (BDU) was formed in August 2008 and sits within the Rural Support Service. Broadly, the BDU team supports ICT, Information Management & Business Intelligence requirements across Regional LHNs. Members of the team are located at various country and metropolitan locations.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration and kindness.
- > 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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:

Date:

Signature:

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:

Date:

Signature: