

ROLE DESCRIPTION

Role Title	Patient Services Officer
Classification Code	AS02
Position Number	P23571
Local Health Network	Eyre and Far North Local Health Network
Hospital / Service / Cluster	Port Lincoln Health Service
Division	Medical Records
Department/Section / Unit/ Ward	Corporate Services
Role reports to	Manager Medical Records
Role Created/ Reviewed Date	Reviewed March 2024/Rd September 2024
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working with Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening
Immunisation Risk Category	Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

- > Contribute to the administration of an efficient patient management system and patient record. Contribute to the creation, storage, retention and disposal of medical records and general records.
- > Contribute to maintaining and filing to ensure an up-to-date patient record.
- > Provide a professional and efficient reception service to patients and visitors attending the health unit

Direct Reports:

- > Reports to the Manager, Medical Records
- > Manager reports to the Director Corporate Service

Key Relationships/ Interactions:

Internal

- > Works as a member of a team to achieve team outcomes in a cooperative and constructive manner
- > Maintains effective working relationship with all members of the team
- > The incumbent of this position may be required to provide support and relief for other stations within the Patient Services Department

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External

- > Medical Officers
- > Surgical Services

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Patient Services is a rotating team - requirement to be effective and proficient in all aspects of the Patient Services Department duties.
- > Shift work - Rotating 7 (seven) day - 24 hr roster coverage.
- > Working autonomously on particular shifts

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 SA Health 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) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act 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.

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- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > SA Health / EFNLHN policies, procedures, guidelines and standards.
- > 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.
- > SA Health Respectful Behaviour (including management of bullying and harassment) Policy.
- >

Confidentiality and 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:

The Eyre and Far North Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. This LHN 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

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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 Working 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.
- > The position is primarily located at Port Lincoln but the incumbent maybe required to work from other sites within EFNLHN area.
- > Must be an Australian Resident or hold a current working visa.
- > 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
Ensure a professional, efficient patient service to Port Lincoln Health Services	<ul style="list-style-type: none"> > Maintain an efficient patient management system - by ensuring correct data entry requirements and reporting deadlines are met at all times. > Contribute to the maintenance and implementation of an accurate patient medical record for all patients and clients of the Port Lincoln Health Services > Contribute to the creation, storage, retention and disposal of general and medical records in a confidential manner and within the State Records relevant Retention and Disposal schedules guidelines and legislation > Provide an efficient and accurate typing service to the Port Lincoln Health Services. > Ensure timely and efficient filing of patient records > Switchboard operations > Use of public address system as directed
Contribute to the provision of a high-quality customer service for both internal and external clients of the Port Lincoln health Services	<ul style="list-style-type: none"> > Establish good working relationships with other Departments, internal and external customers of the Patient Services Department. > Ensure teamwork within the staff group to meet and maintain deadlines and workloads. > Assist in training of new staff in all aspects of the patient service department. > Provide a professional service to patients and visitors attending the health unit.
Quality Improvements in performance and service throughout the Patient service department	<ul style="list-style-type: none"> > Actively participate in the review, development, implementation and evaluation of relevant procedures > Contribute and promote the provision of a safe working environment by complying and promoting the WHS guidelines and legislation > Participation in data quality audits and recommendations > Participation in personal development reviews.

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Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment free of discrimination.	<ul style="list-style-type: none">> Comply with workplace policies and procedures> Participating in all activities associated with the management of workplace health and safety> Identify and report all health and safety risks.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated experience to maintain workloads in an organised manner through the application of planning/scheduling, time management and prioritisation skills
- > Demonstrated experience to communicate effectively and to foster good working relationships at all levels.
- > Demonstrated ability to undertake assigned duties with limited supervision and to accept responsibility for accurate and efficient completion of tasks.
- > Proven experience of dealing with people with diverse value systems, cultural differences, and special needs.
- > Ability to work in a rotating 7-day roster across a 24-hour period

Experience

- > Demonstrated experience in the use of Microsoft Office suite of programs
- > Demonstrated experience in file management and the use of administrative and data base systems
- > Demonstrated experience in working effectively in a team environment to achieve goals
- > Understanding of Work Health and Safety legislation and principles

Knowledge

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate or experience in Medical Terminology

Personal Abilities/Aptitudes/Skills:

- > Operating a PABX switchboard

Experience

- > Experience in a health environment
- > Experience in the use of Chiron working systems
- > Experience in the use of a telephone switchboard

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Goals and Strategies:

The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
 - > State Public Health Plan 2019-2024
 - > SA Health Strategic Clinical Services Plan 2021-2031
 - > SA Mental Health Services Plan 2020-2025
 - > SA Health Clinical Services Capability Framework
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Eyre and Far North Local Health Network:

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

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.

EFNLHN Values

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

Accountability	Connected	Respect	Caring
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

Code of Ethics

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.

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.

Aboriginal 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:

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: