



## ROLE DESCRIPTION

<b>Role Title:</b>	Customer Service Officer		
<b>Classification Code:</b>	ASO2	Position Number	M40520
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network		
<b>Site/Directorate</b>	CALHN – The Royal Adelaide Hospital		
<b>Division:</b>	Administrative Services		
<b>Department/Section / Unit/ Ward:</b>	Switchboard		
<b>Role reports to:</b>	Administration Coordinator (Switchboard)		
<b>Role Created/ Reviewed Date:</b>	February 2024		
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

## ROLE CONTEXT

### Primary Objective(s) of role:

The Customer Service Officer reports to the Administration Coordinator and is responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff, and visitors of the Royal Adelaide Hospital. This is achieved by responding to general frontline and telephone enquiries through the Switchboard and Enquiries Desk, initiating paging, responding to the emergency phone, and sending prompt and appropriate messages and direction in accordance with departmental policies and procedures.

### Key Relationships/ Interactions:

#### Internal

- Liaises and works closely with all levels of CALHN personnel, patients, and stakeholders.
- Establishes working relations and interacts with directorates within CALHN, the Department of Health and other government and non-government stakeholders.

#### External

- State and Commonwealth Government agencies, contractors and external stakeholders including members of the public.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- Ability to work under limited supervision in a demanding customer service environment.
- Ability to work under pressure in a fast-paced environment.
- Contribute to the achievement of a Single Service Multiple Site strategy.

**Special Conditions:**

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, 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 by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- *Independent Commissioner Against Corruption Act 2012 (SA)*.
- *Information Privacy Principles Instruction*.
- 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 sensitivity and respect across all SA Health practice and service delivery.
- Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

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.

**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 both CALHN and the broader SA Health values and strategic directions.

**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 Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Resilience:**

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

**Integrity Statement:**

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

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<p>Contribute to the provision of a high-quality customer service for both internal and external clients by</p>	<ul style="list-style-type: none"> <li>• Ensuring a professional and responsive first point of contact for patients, clients, staff, and the general public.</li> <li>• Ensuring families / patients are supported when attempting to transfer calls to relevant staff / wards.</li> <li>• Providing an effective customer service role focussed on frontline service and telecommunication demonstrating courtesy and accurate information for all enquiries.</li> <li>• Providing prompt delivery of telecommunication services by directing of telephone calls, pager requests and frontline public related queries in keeping with protocols and professional customer service etiquette.</li> <li>• Providing prompt responses to Emergency telephone calls and Emergency Code calls which may include multiple codes simultaneously.</li> <li>• Recording, relating, and passing on verbal and written information regarding roster changes, on-call staff, directions, and messages.</li> <li>• Operating paging systems, including dispensing and maintenance of pagers and providing information and advice on how to operate pager units quickly and accurately.</li> <li>• Ensuring close liaison with security, duty nurse co-ordinators and other delegated staff with appropriate screening and redirection of telephone calls and patient enquiries.</li> <li>• Providing orientation, mentoring and up to date knowledge-based procedure training for new and existing staff.</li> <li>• Prioritising own workloads to ensure desired outcomes are achieved.</li> <li>• Ensuring a rapid response, problem solving, rectification and implementation of Business Continuity Plans (BCP) when system failure occurs, which may include all of site / both site outages.</li> <li>• Exercising personal judgement and initiative in the provision of efficient enquiries and telecommunication services including problem resolution and emergent response when organising and processing client requests.</li> <li>• Maintaining discretion, exercising judgment where necessary to resolve problems within the scope of your role.</li> <li>• Ensuring rosters are covered when the Administration Coordinator (Switchboard) is not on duty which includes responding to unplanned leave and negotiating coverage of this leave with other staff.</li> <li>• Always adhering to the hospitals policy on confidentiality of patient information.</li> <li>• Providing a professional first point of contact for face-to-face enquiries for the Royal Adelaide Hospital</li> </ul>

<p>Organise workplace information by:</p>	<ul style="list-style-type: none"> <li>• Regularly updating knowledge relating to enquiries and switchboard responsibilities</li> <li>• Maintaining extensive knowledge in the operation of the different systems across both sites</li> <li>• Promptly reporting any faults which may be identified to the Administration Coordinator (Switchboard) and other delegated personnel as identified in the switchboard operator manual.</li> <li>• Contributing to the maintenance of the computerised directory by updating and editing information for the database as required, which includes contact details and after hours on call staff changes as advised.</li> <li>• Contributing towards the preparation of reports and or other information.</li> <li>• Recording and maintaining statistical information in relation to the flow of communications through the Switchboard</li> <li>• Providing administrative assistance to the Administration Coordinator as required</li> </ul>
<p>Work effectively in the organisation by:</p>	<ul style="list-style-type: none"> <li>• Attending and actively participating in the staff meetings.</li> <li>• Attending and actively participating in professional development, training and education sessions as required.</li> <li>• Contributing to a cohesive team environment by sharing information, supporting, and assisting colleagues in a proactive manner.</li> <li>• Contributing to the positive cohesive workplace environment within the office demonstrating respect for advice and feedback by fellow Customer Service Officers.</li> </ul>

## **Knowledge, Skills, and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- Nil

#### **Personal Abilities/Aptitudes/Skills:**

- Highly developed and effective interpersonal and communication skills.
- Demonstrated ability to be customer focussed.
- Demonstrated ability to manage and/or de-escalate difficult situations with clients whilst remaining calm and professional.
- Sound organisational skills and the ability to prioritise workload and meet deadlines.
- Demonstrated ability to be positive and adapt to change.
- Ability to problem solve and make decisions within set guidelines.
- Ability to work independently and within a team environment.
- Demonstrated ability to maintain confidentiality.
- Ability to use computerised administrative and office systems.

#### **Experience**

- Experience in completing a wide range of administrative tasks of a repetitive nature to a high standard.
- Experience working in a customer service environment.

#### **Knowledge**

- Knowledge of Equal Employment Opportunity and Work Health and Safety principles and procedures and the commitment to implement them.

### **DESIRABLE CHARACTERISTICS**

#### **Experience**

- Previous experience working in a hospital environment.
- Previous experience working in a Switchboard / Call Centre environment.

## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### 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 Strategic 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.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia, and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance, and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonatLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA



Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery, or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high-quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Division/ Department:**

The Switchboard Customer Service Officer is part of the Administrative Services team across CALHN. Administrative Services consists of the Switchboard (RAH & TQEH), Car Park, Transport (TQEH), Heritage Office and Clinical Photography (TQEH) who report to the Team Leader, Administrative Services.

## Values and behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

#### Values

#### Behaviours

*People first*

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues' shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients, and their families.

*Ideas driven*

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

*Future focussed*

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

*Community minded*

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

### 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 CALHN as described within this document.

**Name:**

**Signature:**

**Date:**