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SA Health Job Pack

| | |
|---------------------------|---|
| Job Title | Medical Receptionist |
| Eligibility | Open to Everyone |
| Job Number | 864330 |
| Applications Closing Date | 30 June 2025 |
| Region / Division | Eyre and Far North Local Health Network |
| Health Service | Mid Eyre Medical |
| Location | Cleve, Kimba, Elliston, Wudinna |
| Classification | ASO2 |
| Job Status | Casual |
| Salary | \$29.57 - \$31.81 per hour + 25% casual loading |

Contact Details

| | |
|---------------|-----------------------------|
| Full name | Sarahanne Shipard |
| Phone number | 0422 372 263 |
| Email address | sarahanne.shipard@sa.gov.au |

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 B (indirect contact with blood or body substances)

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 B (indirect contact with blood or body substances). [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 | Medical Receptionist |
| Classification Code | ASO2 |
| Position Number | P21805 |
| Local Health Network | Eyre and Far North Local Health Network Inc. |
| Hospital / Service / Cluster / RSS | Medical Practice |
| Department/Section / Unit/ Ward | Mid Eyre Medical (multiple locations) |
| Role reports to | Medical Practice Co-Ordinator |
| Role Created/ Reviewed Date | April 2024 |
| 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 B (Indirect contact with blood or body substances) Please click here for further information on these requirements |

ROLE CONTEXT

Primary Objective(s) of role:

- > Accountable to the Medical Practice Co-ordinator for the effective & efficient management of reception, administrative support and for the provision of a support service to management, staff and health unit committees within the Mid Eyre Medical Practice. Work as an integral part of a multi-disciplinary team to support clients through the delivery of medical, allied and primary health care services. Responsible for the provision of an effective and timely financial, administrative, clerical & personnel service.

Direct Reports:

- > Reports to the Medical Practice Co-Ordinator at Mid Eyre Medical

Key Relationships/ Interactions:

Internal

- > Has significant contact with all staff members in the Medical Practice and the Eastern Eyre Allied & Community Health Organisation.

External

Community Members & other Health Professionals

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Mid Eyre Medical is a busy practice. There is often only one other person at the front desk who is required to Multi task, prioritise and deal with multiple situations at one time, this is required to be done in a manner which meets expectations of appropriate customer service principles.
- > The environment in Mid Eyre Medical is evolving and changing with the newly formed model of care, this requires adaptability to situations and personalities, a willingness to provide constructive feedback to ensure continuous improvement for the practice is also necessary.

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 Eyre and Far North 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) - 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.
- > 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 / Eyre and Far North Local Health Network policies, procedures and standards.

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.

OFFICIAL

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:

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. Eyre and Far North Local Health Network 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 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.
- > 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 |
|--|--|
| Contribute to the provision of high quality Customer Service for both internal and external clients by | <ul style="list-style-type: none"> > Attending to client enquiries on the telephone or in person and providing relevant advice and assistance and/or referring the enquiry to the most appropriate person for attention. > Responding to incoming telephone calls and providing accurate information to telephone queries. > Making appropriate referrals as required > Coordinating the booking of appointments for services > Attending to visitors in the reception area in professional manner and ensuring they are directed appropriately > Welcoming and directing visitors promptly and pleasantly > Networking and establishing working relationships with other administrative colleagues and organisations > Taking/relaying clear accurate messages > Carry out emergency procedures in accordance with policies, procedures and guidelines. |
| Ensure a Professional, efficient administrative support Service by: | <ul style="list-style-type: none"> > Demonstrated ability to identify, use and apply relevant policy, procedures, reporting and documentation systems. > Providing and maintaining systems for administrative requests (photocopying, filing, etc.); > Support and coordinate the Administrative Services within the Community Health Department/Medical Practice including reception, finance, visiting and program support > Undertake the telephonist, typing and data entry services > Undertake the tasks for debtor invoices and creditors, finance coding, recharging, receipt of monies, banking, petty cash management and distribution of mail daily |
| Contribute to the provision of efficient front office reception and administrative support by: | <ul style="list-style-type: none"> > Undertaking a range of quality activities to improve client and administrative services; > Participating in relevant staff development activities and meetings; > Reviewing relevant policies and procedures; > Representing administrative services and the Community Health Services Division as required. > Providing training and orientation in Administration to new staff. > Providing support to the Practice Officer Manager by : <ul style="list-style-type: none"> o Providing a confidential clerical and administrative support as required; o Managing administrative tasks as delegated from time to time |
| 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. |

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to communicate effectively both verbally and in writing with a wide range of internal and external clients.
- > Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
- > Ability to determine priorities, organise work and commitments and meet pre-determined deadlines.
- > Proven excellent customer service skills for people with diverse value systems, cultural differences and special needs.
- > Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
- > A high level of competency in the use of computers, word processing and office administration processes and procedures.
- > Sound word processing and data entry skills.
- > Ability to comply with the health service policy on confidentiality.

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

Knowledge

- > Knowledge of primary health care and community health principles
- > A general knowledge of Government Administrative Instructions and procedures and relevant legislation
- > Knowledge of current Microsoft suite of programs
- > Knowledge of office and clerical procedures.

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 Ageing, 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

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

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:

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: