

<b>Position</b>	Administrative Assistant – Paediatrics
<b>Classification</b>	ASO2
<b>Division</b>	Women's and Children's Division
<b>Department / Section / Unit / Ward</b>	Paediatric Department
<b>Role reports to</b>	Operationally: > Senior Administration Officer, Paediatrics Professionally: > Senior Administrative Officer, Paediatrics
<b>CHRIS 21 Position Number</b> P07143	<b>Review Date SALHN23-24-0465</b> 15/04/2024
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Administrative Assistant provides comprehensive and confidential administrative, secretarial and receptionist service to the Department of Paediatrics and Child Health by monitoring workflow, prioritising work and assisting with meeting work deadlines.

The Administrative Assistant provides a communication link between the department, the university and various outside agencies and health professionals and provides support to the department's academic and clinical functions and provide administrative support for the Graduate Entry Medical Program (GEMP).

The support provided is inclusive of specialty services within Paediatric and Child Health, such as Diabetes, Asthma and Respiratory, Neurology, Eating Disorders and Child Development (Autism Diagnostics / Children's Assessment Team).

### Direct Reports: (List positions reporting directly to this position)

> Nil

### Key Relationships / Interactions:

#### Internal:

- > Senior Administration Officer, Paediatrics
- > Head of Unit, Paediatrics
- > Works collaboratively with staff members across the Paediatric team
- > Liaises professionally with all staff across SALHN

#### External:

- > Liaises with staff from outside agencies & health professionals
- > Maintains relationships with agency staffing and other relevant stakeholders

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a busy and dynamic healthcare system.
- > Ability to work in a fast-paced environment.

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**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 SALHN 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, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in 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)*
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *May be required to work across multiple sites as deemed necessary.*

### 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.

### 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007 (Cth)* must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
Provide an effective secretarial service to the Head of Unit and other Departmental staff by:	<ul style="list-style-type: none"> <li>&gt; Undertaking keyboard, reception duties and coordinating appointment diaries.</li> <li>&gt; Assessing incoming mail, noting meetings in diaries and ensuring that urgent matters are brought to the attention of staff.</li> <li>&gt; Liaising with other departments, health and tertiary educational institutions, outside organisations and boards as they affect the Department, nursing, medical, scientific and administrative staff to arrange and confirm appointments or meetings.</li> <li>&gt; Using a range of software packages contributing to the design and presentation of various audit tools, newsletters, programs, statistics and reports to assist the Department in maintaining a high standard of patient care and teaching.</li> <li>&gt; Regularly updating knowledge and attend training sessions (as required) on new equipment and software.</li> <li>&gt; Supporting staff in the collection, analysis and presentation of data for research and preparing project publications and grant details for insertion into an electronic database as required.</li> <li>&gt; Providing clerical support to full time and part time consultants engaged in private practice in accordance with their private practice agreement</li> </ul>
Ensuring that the Graduate Entry Medical Program is well organised by:	<ul style="list-style-type: none"> <li>&gt; Acting as the liaison officer for the Paediatric component of GEMP.</li> <li>&gt; Supporting the Paediatric medical coordinators of the program.</li> <li>&gt; Coordinating the planning for each semester.</li> <li>&gt; Preparing an updated course booklet and student diary prior to each semester.</li> <li>&gt; Obtaining a list of students from the Medical School Office of Education.</li> <li>&gt; Ensuring that lecturers, tutors and appropriate venues have been organised and scheduled for the semester.</li> <li>&gt; Ensuring that a timetable of student activities has been prepared and distributed.</li> <li>&gt; Coordinating the Personal and Professional Development program for the semester.</li> <li>&gt; Assisting in coordinating student assessment.</li> </ul>
Provide a customer focused reception service for the Department office by:	<ul style="list-style-type: none"> <li>&gt; Answering incoming telephone calls, evaluating them for urgency and redirecting to the appropriate Departmental member if available</li> <li>&gt; Responding to inquiries from all staff groups, patients, visitors, external professional groups and other institutions and agencies.</li> <li>&gt; Contributing to the confidentiality of the patient and Department information by developing and maintaining an effective and efficient system of filing to facilitate storage and retrieval of documents.</li> </ul>
Provide an efficient administrative support by:	<ul style="list-style-type: none"> <li>&gt; Managing the flow of information throughout the Department office by ensuring an efficient mail distribution and that facsimile communications are dealt with in a timely manner.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Ensuring maintenance and repairs to office equipment and that office supplies are restocked.</li> <li>&gt; Contribute to the implementation of systems with a view to providing continuous improvement.</li> <li>&gt; Assisting with the administrative coordination of Grand Rounds and other relevant post graduate educational activities e.g., coordination of relevant College and Australian Medical Council examinations.</li> <li>&gt; Assisting with staff recruitment and professional development by liaising with hospitals, universities, and professional colleges both within Australia and overseas.</li> <li>&gt; Preparing reports, and/or case notes, drafting correspondence, agenda papers and taking minutes of meetings, preparing minutes for prompt distribution, and ensuring appropriate follow up.</li> <li>&gt; Assisting with the preparation of rosters of various staff groups and other reports as required.</li> <li>&gt; Data entry pertaining to staff.</li> <li>&gt; Working with the Business Manager to process accounts.</li> <li>&gt; Assisting with the preparation of guidelines for clinical care, policy, and procedure manuals and with the preparation of patient information.</li> <li>&gt; Assisting with the development of material to support the public relations and marketing activities of the Division including the Division's website.</li> <li>&gt; Liaising with Child Health Research Institute staff associated with the Division.</li> </ul>
<p>As an effective member of the administration team, contribute to the efficient administrative functions of the Division by:</p>	<ul style="list-style-type: none"> <li>&gt; Working cooperatively with other members of the team.</li> <li>&gt; Supporting other Administrative Assistants within the division by assisting with administrative duties.</li> <li>&gt; Attending and contributing to relevant team meetings.</li> <li>&gt; Relieving other Administrative Assistants within the division when required.</li> </ul>
<p>Provide an effective administrative support to speciality services under the Department of Paediatrics:</p>	<ul style="list-style-type: none"> <li>&gt; Providing a receptionist service for internal and external users/members of the Children's Assessment Team.</li> <li>&gt; Providing effective administrative assistance in relation to specialty services, including appointments, correspondence, collating files, attending meetings and minute taking.</li> </ul>
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Nil

### Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to use word processing software.
- > Demonstrated ability to provide a Dictaphone typing service.
- > Ability to use a wide range of computer software packages e.g.: Word, Excel, Powerpoint, Publisher, Outlook, Access etc.
- > Ability to work with minimal supervision in meeting objectives.
- > Demonstrated ability to communicate effectively both verbally and in writing with members of the public, patients, visitors and hospital staff.
- > Proven ability in using initiative to achieve objectives under pressure.
- > Demonstrated ability to organise and prioritise workload and meet deadlines.
- > Ability to convey instructions and information accurately to other staff as required.
- > Possess the ability to train other staff in the clerical/secretarial functions of the Department.
- > Ability to resolve conflict with the work team.
- > Capacity to deal with a range of patients, the public, visitors and staff in an efficient and courteous manner.
- > Discretion and empathy when communicating with callers in distress.
- > Ability to appreciate and maintain confidentiality.
- > Ability to work as a member of a team.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Proven experience in providing general comprehensive and confidential clerical, typing and receptionist tasks to senior officers.
- > Experience in developing, maintaining and controlling appropriate records and filing systems.
- > Good working knowledge of office machines, photocopiers etc.
- > Proven experience in the use of computer software packages.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > A working knowledge of medical terminology.

**2. DESIRABLE CHARACTERISTICS** (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Nil

**Experience**

- > Proven experience in basic computing skills, including email and word processing.
- > A typing speed of 70 – 80 wpm.
- > Substantial expertise in the use of a wide range of computer software packages e.g.: Word, Excel, Powerpoint, Publisher, Outlook, Access etc.
- > Previous secretarial experience in a major teaching hospital.
- > Previous experience in minute taking.
- > Expertise in multi-media and web based technology.

**Knowledge**

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of shorthand

**Educational/Vocational Qualifications**

- > Nil

**Other Details**

- > Nil

## 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.

## SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## 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.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network > Southern Adelaide Local Health Network > Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network > Yorke and Northern Local Health Network > Flinders and Upper North Local Health Network > Riverland Mallee Coorong Local Health Network > Eyre and Far North Local Health Network > South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)





**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Administrative Assistant in the Women’s and Children’s Division and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date