

ROLE DESCRIPTION

Role Title	Executive Assistant - Medical
Classification Code	Administrative Services Officer Level 3 (ASO3)
Position Number	P21042
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital/Service/Cluster/RSS	Barossa Hills Fleurieu (BHF)
Department/Section/Unit/Ward	Mental Health (MH)
Role reports to	Administration Manager, Rural and Remote mental Health Service (RRMHS)
Role Created/ Reviewed Date	October 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
<ul style="list-style-type: none"> > The Executive Assistant- Medical is responsible for providing quality, timely and confidential administrative support, to assist in the delivery of services, programs and/or projects within Barossa Hills Fleurieu Local Health Network (LHN) Mental Health (MH).
Direct Reports
<ul style="list-style-type: none"> > Nil
Key Relationships/ Interactions
<p><u>Internal</u></p> <ul style="list-style-type: none"> > The Executive Assistant - Medical reports operationally to the Administration Manager, Rural and Remote Mental Health Service (RRMHS). > Develops and maintains collaborative and productive working relationships with Clinical Director MH, MH Executive and Senior Management, MH medical staff, Executive Assistants, administration and all members of the multi-disciplinary country MH service and relevant LHNs. <p><u>External</u></p> <ul style="list-style-type: none"> > As required, liaises with mental health consumers, members of the public, community organisations, external service providers, contractors, and stakeholders across other government and non-government departments.
Challenges associated with Role
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Work in a professional manner to support the maintenance of a positive image for Barossa Hills Fleurieu LHN MH and influence the development and fostering of effective partnerships and relationships. > Prioritisation of own work to ensure on time delivery of outcomes and meeting deadlines, particularly in the context of multiple and potentially competing demands on the incumbent's time. > Utilising modern and effective communication methods to actively engage and participate with members across LHNs and SA Health. > Working in and/or with people from rural and/or remote and very remote locations.

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)* 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.
- > 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 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.
- > 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.
- > 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. 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

- > 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.
- > 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.
- > Barossa Hills Fleurieu LHN MH embraces the principles of positive psychology and aims to be a flourishing MH service that impacts meaningfully and positively on the communities it serves. To this end, Barossa Hills Fleurieu LHN MH promotes the principles of PERMA, as described by Dr Martin Seligman- Adelaide Thinker in Residence Program, for our staff, consumers and partners.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Ensure the provision of responsive, professional, confidential, and efficient administration support by:	<ul style="list-style-type: none"> > Assisting with Barossa Hills Fleurieu LHN MH medical workforce related activities, including but not exclusive to; medical registration, leave and on call rosters, credentialling, PRD monitoring and timesheets; > Providing word processing services including drafting and formatting confidential correspondence; preparing reports, letters, memoranda and other documents in a confidential and efficient manner; > Providing executive support for meetings and conferences including taking of accurate minutes, preparing agenda items, reports, briefings and other correspondence including researching information, collating data, drafting responses and providing status reports on outstanding issues; > Ensuring resolution and quality control of responses coming from Barossa Hills Fleurieu LHN MH and SA Health; > Maintaining a customer focused approach in all correspondence and adhering to consumer and staff confidentiality; > Answering confidential phone calls from mental health consumers in a sensitive and appropriate manner and seeking appropriate clinical support; > Liaising with relevant staff and external government organisations to ensure attendance at / organisation of official functions; and > Investigating and researching issues and providing reports as required. > Provision of support for all visa and immigration activities under direction of the Clinical Director > Organisation of locum support under direction from the Clinical Director, Business Manager and other stakeholders > Manage the human resource function in the RRMHS by coordinating the recruitment processes of medical staff. >
Contribute to the maintenance and continual improvement of an efficient and high quality administrative support service by:	<ul style="list-style-type: none"> > Ensuring conformity with SA Health, Barossa Hills Fleurieu LHN MH and other government policies, procedures and standards; > Assisting with finance and procurement related activities, including coordinating invoice payment, Basware activities and ordering through the oracle system; > Utilising the Digital Telehealth Network Telepresence Management suite to book videoconference meetings; > Procurement and contract management using the Procurement and Supply Chain Management System (PCMS); > Maintaining appropriate office management and file reference systems including the use of the Objective record management system; > Arranging travel, itineraries, accommodation, hospitality and catering requirements; and > Working collaboratively as a member of the RRMHS Administrative Team and providing support across a range of administrative functions as required.
Contribute to the timely and effective coordination of projects by:	<ul style="list-style-type: none"> > Establishing and maintaining appropriate information systems which support regular monitoring and reporting on progress of projects against plans; > Liaising with project managers/officers, internal business units, agencies and service providers for information and progress updates; > Undertaking reviews of matters referred by the Clinical Director MH; and > Liaising with public and private sector agencies as required in the investigation of specific issues arising from correspondence, meetings and office support activities. >
Contribute to the provision of mental health services that are culturally appropriate and sensitive by:	<ul style="list-style-type: none"> > Acknowledging all cultures and their individually diverse communities, including the acknowledgment of the local Aboriginal community and their unique cultural background; > Promoting access and equity of services for people from non-English speaking, multi-cultural, and/or linguistically diverse backgrounds;

	<ul style="list-style-type: none">> Providing services that are culturally sensitive to the needs of people and enable them to make decisions concerning their mental health; and> Promoting access and equity of services to Aboriginal and Torres Strait Islander people.>
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to recognise and deal discreetly with confidential matters and demonstrated integrity of the highest order.
- > Demonstrated ability to communicate effectively both verbally and in writing with all levels of staff, both internal and external to the organisation.
- > Demonstrated ability to initiate and implement change.
- > Demonstrated ability to work independently, cope with a high volume of work and constant changes of priorities.
- > Ability to operate as part of a holistic multi-disciplinary team and work effectively as a member of a team.
- > Ability to conceptualise and develop initiatives that will streamline functions/service delivery and result in positive outcomes.
- > High level of organisational skills including excellent time management and the ability to plan, prioritise and meet deadlines.
- > Demonstrated ability to respond to mental health consumers with sensitivity and cultural appropriateness.
- > Must demonstrate effective written and verbal communication and interpersonal skills to enable effective communication with people from a variety of cultural and linguistic backgrounds and experiences.
- > Ability to work effectively and respectfully in a team environment and contribute to a cohesive, positive, and motivated organisational culture.
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Experience

- > Proven experience in providing a confidential and professional administrative support services with efficiency and accuracy including minute taking, preparing agendas and other relevant material and attending to relevant action items.
- > Proven experience in establishing and maintaining effective office systems and procedures.
- > Experience in computer software packages including word processing, desktop publishing, Microsoft Excel and Outlook, PCMS, Basware.
- > Experience working within a large health organisation.

Knowledge

- > Employees must understand their responsibility to maintain the integrity, confidentiality and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only access and/or release information in accordance with the requirements of their role, relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- > Knowledge of and commitment to customer service principles.
- > Knowledge of the issues faced by rural, remote and very remote South Australians
- > Sound knowledge of grammar, spelling and layout/presentation of documents.
- > Knowledge and understanding of the principles of confidentiality.
- > Knowledge of records management systems and processes.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Appropriate tertiary qualifications or any other relevant vocational qualifications.

Personal Abilities/Aptitudes/Skills

- > Nil

Experience

- > Previous experience in a similar role working in a Mental Health related environment.
- > Experience in contributing to projects, or project activities, to support business improvement.

Knowledge

- > Knowledge of performance development principles and procedures.
- > Knowledge of the SA Health Digital Telehealth Network.
- > Knowledge of medical records systems.
- > An understanding of government mechanisms and public sector administrative policies and 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 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, 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.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an employed workforce of over 3000.

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.

Barossa Hills Fleurieu LHN MH mission is "*To be a flourishing mental health service that impacts meaningfully and positively on the communities it serves*". Within this context, there are 5 key goals that support the achievement of the Directorate's vision of "*Transforming health care and actively delivering health benefit*." These are to achieve:

- > Effective, appropriate and sustainable mental health services;
- > Access to empowering and appropriate mental health services;
- > An appropriate, skilled and well supported mental health workforce;
- > Collaborative and research based mental health service planning and policy development; and
- > Strong leadership through governance, transparency and accountability.

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: