

i can

...do something
more meaningful



SA Health Job Pack

Job Title	Administration Officer – Casual
Eligibility	Open to Everyone
Job Number	873555
Applications Closing Date	31 July 2025
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	Mallee Health Service
Location	Lameroo
Classification	ASO2
Job Status	Casual up to 31 July 2025
Salary	\$29.57 - \$31.81 per hour + 25% casual loading

Contact Details

Full name	Leanne Kruger
Position	Medical Practice Manager
Phone number	08 8576 4644
Email address	leanne.kruger@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:	Administration Officer
Classification Code:	ASO2
Local Health Network:	Riverland Mallee Coorong Local Health Network
Hospital/ Service/ Region	Mallee Health Service
Division:	Mallee Medical Practice
Department/Section / Unit/ Ward:	Administration
Role reports to:	Practice Manager
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

The incumbent provides a range of clerical and client support services to all Mallee Medical Practices. The incumbent is responsible for the efficient management of all phone calls and patient bookings, document scanning, file management, courier services.

Key Relationships/ Interactions:

Internal

- > Reports to the Manager, Mallee Medical Practices.
- > Works collaboratively with all Medical Practice and Mallee Health Service staff and practitioners.

External

- > Maintains effective working relationships with consumers, carers and staff from other agencies.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Maintaining a high level of confidentiality.
- > Prioritising work and time management in line with the demands of the work environment.
- > Dealing with a diverse client base.

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:

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 (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

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 3 of 8 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:

Riverland Mallee Coorong 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:

- > 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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > 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 or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening 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.
- > Some out of hours work may be required.
- > 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
Assist in the delivery of Medical Practice services to clients by:	<ul style="list-style-type: none"> > Promptly and attentively. > Manage patient bookings efficiently and accurately. > Inform patients of Practice policy in terms of appointments and billing requirements and update doctor appointments and patient details as required. > Notify medical staff, if necessary, of any potential emergencies and assist patients to treatment areas as required. > Maintain a high level of confidentiality at all times. > providing reception support and attending to client and staff needs.
Contribute to the effective and efficient function of the team by:	<ul style="list-style-type: none"> > Timely and accurate processing of relevant data and documents received and scanned / filed to patient information. > Implementing appropriate administrative procedures, systems and requests. > Responding to telephone operations effectively and efficiently by referring enquiries to the most appropriate person or by accurate message taking and distribution. > Processing, collecting and distributing correspondence on a daily basis. > Undertaking word processing, typing, clerical and administrative tasks in a timely and accurate manner. > Responsible for basic accounting procedures, maintaining systems and security. > Assisting the Practice Manager. > Participate in activities designed to maintain or improve the quality of service delivery. > Undertake all relevant mandatory training requirements and other training as required.

Key outcomes and associated activities:	<ul style="list-style-type: none">> Problems in matching service delivery to clients is reported to the supervisor or relevant staff member in a timely manner.> Conflict situations are dealt with in line with Organisational requirements.> Enquiries are acknowledged and responsible action initiated promptly.> Established communication channels are used for routine and non-routine communication.> Verbal instructions are received and acted upon within a timeframe and to the standards of the workgroup.> Written instructions, including technical instructions are read and followed to ensure efficient and effective operation within the workgroup.> Written information and ideas are presented in clear language.> Documents are checked and edited to correct grammar, spelling inconsistencies and inaccuracies in content.> Written information conforms to organisational standards.> Flexibility and willingness to adapt to change is demonstrated in the workplace.> Workspace, furniture and equipment are adjusted and used to suit the ergonomic requirement of the working environment.> Comply with Country HealthSA directives and policies.
--	--

PERSON SPECIFICATION

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

Demonstrated ability to:

- > Communicate effectively and appropriately with community members and staff.
- > Maintain good working relationships with a variety of persons including all staff, professionals, other agencies and service users.
- > Advanced Keyboard skills.
- > Ability to prioritise tasks to meet deadlines and work timeframes including document handling and routine daily office tasks.
- > Ability to work with minimal supervision.
- > Ability to work collaboratively, supportively, effectively and with initiative within a team.
- > Current driver's licence.

Experience

- > Experience in clerical procedures

Knowledge

- > Basic knowledge of clerical and administrative practices and procedures.
- > A knowledge of and a willingness to work within the Code of Ethics for the South Australian Public Sector.
- > A knowledge of and willingness to work within the OHSW&IM policies and procedures.

DESIRABLE CHARACTERISTICS

Experience/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to work with minimal supervision.
- > Ability to project a professional attitude.

Experience

- > Demonstrated experience working in reception and / or administrative roles.
- > Database entry.

Knowledge

- > Knowledge of medical terminology.
- > Grammar and spelling.

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 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 Care 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.

Health Network/ Division/ Department:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

Mallee Medical Practices provides access to medical, and other related health and visiting services to the communities of Lameroo and Pinnaroo. The aim of the practices is to facilitate and assist in the health and wellbeing to these communities by maintaining a high degree of service and efficiency to those for whom we care

RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful** - We treat everyone as equals and value each other's sense of worth.
- > **Motivated** - We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
- > **Compassionate** - We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
- > **Consumer Focused** - We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
- > **Accountable** - We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
- > **Resourceful** - We are agile, adaptable and able to deal skilfully, creatively and promptly with new situations and challenges.
- > **Excellence** - We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities.
- > **Service** - We serve people and our communities courteously, fairly and effectively.

Integrity Statement

As a public sector employee, you have the 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.

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.

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 and RMCLHN's 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 RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____