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SA Health Job Pack

Job Title	NALHN Health Administration Advisor
Eligibility	Open to Everyone
Job Number	792516
Applications Closing Date	10 June 2022
Region / Division	Northern Adelaide Local Health Network
Health Service	Lyell McEwin Hospital
Location	Elizabeth Vale
Classification	ASO6
Job Status	Temporary Full-Time – up until 28 October 2022
Salary	\$94,176 - \$99,615 p.a.

Contact Details

Full name	Mel Pehlivanidis
Phone number	8282 1899
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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 Communities and Social Inclusion (DCSI) 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 Screening - **DHS**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening – **NPC or DHS**
- ☒ 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 C (minimal patient contact)

- *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 C (minimal patient contact). [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 <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	NALHN Health Administration Advisor
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Corporate Operations
Division:	PIAS
Department/Section / Unit/ Ward:	Corporate Operations
Role reports to:	Director, PIAS
Role Created/ Reviewed Date:	December 2016
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Health Administration Advisor is an advisory role responsible for overall NALHN wide lead in providing advice, direction and support in the development of policy and system solutions, in partnership with divisions, units and department managers and team leaders for the professional development of administrative staff and services. The staff of the Medical Record Department, Clinical Coding Department and Patient Administration Services Officers report to this position.

The Advisor is accountable for advising, advocating, consulting, informing, supporting and developing shared systems and processes for administrative services. This role has input to the respective policy and procedure framework(s) to ensure information is created and assigned for the delivery of professional and administrative support and performance.

The Advisor is required to incorporate advice on Health Information and relevant administration standards, work practices and Job and Person Specifications for consistent competency and methodology of identified needs and appropriate solutions. Measurement and matrices of key performance indicators, quality activities, benchmarks and risks are informed through liaison with the Advisor.

Direct Reports:

- > Medical Record Department, Clinical Coding Department and Patient Administration Services (PAS HOMER/ IBA) Manager and team

Key Relationships/ Interactions:

Internal

- > Divisional Directors, NALHN
- > Finance Business Services, NALHN
- > Information Communications & Technology (ICT)
- > Unit Heads and Unit Managers

External

- > Government and Non-government Agencies
- > PIAS Managers Forum

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Continuous organisational review of clinical administrative functions to accommodate changing environment (such as the introduction of EMR).

Delegations:

- > Level 6 Financial Delegation
- > Group D HR Delegation

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Operate as a leader of a team whose role is to provide a specialist and complex work function	<p>Responsible for the line management of an organisational wide Medical Record, Clinical Coding and Patient Administration Services structure and support functions by.</p> <ul style="list-style-type: none">> Ensuring all outcomes and deliverables for patient/ clinically based administrative services meet organisational objectives;> Providing leadership and line management to MRD, Coding and PAS through team leaders for day-to-day operations> Managing related HR, recruitment and performance management functions across NALHN including rostering and allocation of tasks;> Maintaining strategies and communication improvements with regards to customer focus.> Change management processes or service initiatives are communicated and implemented across NALHN.> Ensuring strategic plans for PIAS NALHN meet corporate objectives.> Ensure provision of the appropriate support services are made available for identified growth of services across NALHN> Ensuring that patient information systems and appropriately integrated with other information systems and functions.> PIAS Operations functions delivered across NALHN are consistent, efficient and effective to ensure service specific roles are achieved.> Ensuring Health Information standards are applied over NALHN services and the appropriate training is provided and communicated to staff ensuring appropriate training programs for technologies used within PIAS are adopted and applied.> Industrial and human resource management of all description incorporating conflict management and resolution and dealing with third parties (such as unions and other professional bodies);> Unit budget development, management and performance;

	<ul style="list-style-type: none"> > Maintaining quality aspects of service provision incorporating risk management activities > Development, implementation and monitoring of operating and strategic plans > Working collaboratively with the Director, Patient Information and Administrative Services NALHN > Management of quality control systems and benchmarks to provide a sustainable service model. > Using data gathered to enable comparison for productivity, quality effectiveness, efficiency, workforce planning, service modelling and workforce design. > Operations Ensuring data collection and improvement occurs where deficiencies in quality have been identified.
Professional Development, Quality and Performance	<ul style="list-style-type: none"> > Enable the effective and efficient use of administrative services through the establishment of critical administrative processes and systems > Providing and documenting professional development strategies to NALHN in consultation with Executive Director, Corporate Operations NALHN. > Develop process maps and recommend administrative service benchmarks that will support a sustainable service model enabling comparison for productivity, quality effectiveness, efficiency, workforce planning, service modelling and workforce design. > Develop and maintain appropriate professional development programs that can be accessed by administrative staff incorporating appropriate training programs for technologies used within NALHN > Participate in line or team meetings as appropriate, assisting with the development of reports > Evaluate and establish professional competencies for administrative staff through education, training, and development in collaboration with NALHN operational managers. > Determine and advise on practice relating to corporate and health information standards across NALHN services. > Ensure that the quality of administration services and tasks across NALHN are described and documented identifying key performance indicators. > Recommend improvement opportunities where deficiencies in quality and service have been identified. > Identify service limitations through liaison and referral to the operational Managers. > Encourage professional forums for administrative staff to identify system and process impacts and as an on-going information feedback and sharing convention.
Provide advice on the high-level provision, development and maintenance of an effective corporate, health and patient information service for all NALHN Administrative staff by;	<ul style="list-style-type: none"> > Communicating in an effective and confidential manner. > Advocating for and escalating administrative service improvement or related unacceptable risks where advice is not taken. > Using discretion and tact when dealing with sensitive information. > Undertaking appropriate research work to achieve specific outcomes as required. > Advising on information technology systems applicable to administrative roles and services. > Overseeing creation and establishment of protocols for audits > Overseeing the maintaining of schedules related to staff training, education, and teaching programs, > Collecting, assembling, and interpreting data for quality improvement

	<p>audits, workforce matrices.</p> <ul style="list-style-type: none"> > Responding to routine enquiries where applicable in consultation with nursing, medical and clerical staff to ensure appropriate information is conveyed or suitable redirected.
<p>Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Work Health and Safety by adhering to the provisions of relevant legislative requirements such as:</p>	<ul style="list-style-type: none"> > Delegations of Authority > Disability Discrimination Act > Privacy Act 1988 > State Records Act 1997 > Freedom of Information Act > SA Information Privacy Principles > Code of Ethics for the South Australian Public Sector > Code of Fair Information Practice > Work, Health Safety (WHS) Act 2012 > Workers Rehabilitation and Compensation Act > Equal Opportunity Act > SA Health Care Act 2008

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated leadership and management skills.
- > Demonstrated achievements in problem solving, conflict resolution and communication (oral and written).
- > Demonstrated ability to plan, direct and assess the professional development for patient information and administrative services as a whole.
- > Demonstrated ability to arrange and conduct meetings.
- > Demonstrated ability to influence and implement change.
- > Proven ability to measure service provision against benchmarks and advice on re-engineering services in order to achieve service improvements and efficiencies.

Experience

- > Extensive experience in patient information services and administrative and clerical services at a senior level.
- > Experience in implementing and working with computerised patient information systems.
- > Experience with Microsoft and Excel software.
- > Experience in the conduct of research and evaluation of projects, including customer service evaluations.
- > Experience in service development for a large number of staff across a range of functions.
- > Experience in skill training and staff development
- > Experience in quality related initiatives.
- > Experience with professional development modules.
- > Experience in the analysis, interpretation, and application of health information data.

Knowledge

- > Able to demonstrate a high level of disciplinary knowledge.
- > Knowledge of Acts, legislation, policies, and standards in relation to the services delivered by administration staff.
- > Knowledge of and commitment to quality assurance and continuous quality improvement.
- > Knowledge of Work Health & Safety policy and procedures and a demonstrated capacity of adherence.
- > Sound knowledge of the structures and functions of a large hospital or health service.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Personal Abilities/Aptitudes/Skills:

>

Experience

>

Knowledge

- > Working knowledge of morbidity classification systems, Casemix classification systems and the South Australian Casemix system.

Educational/Vocational Qualifications

- > Degree in Health Information or similar
- > Clinical Coding Qualification
- > Certificate IV in Training and Assessment

Other Details

- > Eligible for full membership of Health Information Management Association of Australia.

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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory criminal and relevant history screening for child related work through the Screening Unit, Department of Human Services.
- > Criminal Screening and Relevant History screenings must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the *Child Safety (Prohibited Person) Act (2016)* or every 3 years thereafter from date of issue for 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* made in pursuant to the *Aged Care Act 2007* (Cth).
- > 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.

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 Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Child Safety (Prohibited Person) Act (2016).*
- > *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.

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 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:

NALHN 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, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > 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
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.

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.

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:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021		Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated