

ROLE DESCRIPTION



Health
Eyre and Far North
Local Health Network

Role Title:	Administration Support Officer
Classification Code:	ASO2
Position Number	P20760
Local Health Network	Eyre and Far North Local Health Network
Hospital/ Service/ Cluster	Ceduna District Health Services
Division:	Administration
Department/Section / Unit/ Ward:	Administration
Role reports to:	EO/ Director of Nursing
Role Created/ Reviewed Date:	13/6/2023, Reviewed May 2024/Reviewed September 2024
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check Please click here for further information on these requirements
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:

As a member of a team, the Administration Support Officer is responsible to the Executive Officer/Director of Nursing and Nurse Unit Manager Aged Care for providing responsive, quality administrative customer support service to a range of customers as the primary customer contact for Ceduna District Health Services.

The Administrative Support Officer provides a range of comprehensive administrative support services that contribute to the efficient and effective operations of the Nursing division.

Direct Reports:

EO/Director of Nursing and Nurse Unit Manager Aged Care

Key Relationships/ Interactions:

Internal

- > Nursing staff
- > Nurse Unit Managers, EO/ Director of Nursing
- > Service and administrative staff
- > Medical Practitioners
- > Pharmacy, Radiology, SA Pathology
- > Community health personnel

External

- > Health Consumers
 - > Medical Practices and health units/nursing homes
- Others as required

Challenges associated with Role:

Major challenges that may be associated with the role include:

- > Work prioritisation
- > Challenging customers
- > Ability to work autonomously on a regular basis

Delegations:

- > No Delegation

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:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety Act 2012 (SA) - maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act and when relevant WHS Defined Officers must meet due diligence requirements
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.

- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / EFNLHN policies, procedures, guidelines and standards.

Confidentiality and Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

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:

The Eyre and Far North Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Risk-Assessed roles under the National Disability Insurance Scheme (Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory NDIS Working Screening Check through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > The position is primarily located at Ceduna but the incumbent maybe required to work from other sites within EFNLHN area.

- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provision of a receptionist role for the Nursing Department	<ul style="list-style-type: none"> > Provide high quality keyboard service to the Executive Officer/ Director of Nursing and Midwifery and other senior staff, including correspondence, Excel spreadsheets, Power Point presentations and other Word documents. > Assisting with the coordination of hospital transfers, both country and metropolitan. > Provide prompt and courteous telephone service which includes answering, screening and directing queries using judgement in conveying appropriate information. > Assist with the maintenance of confidential and secure record management storage and retrieval systems for current and non-current files. > Contribute to the management of client records as per State Records of SA Disposal Schedule. > Organise meetings, including arranging venues, catering and equipment and submission of public notifications when necessary > Collating documentation for meetings and workshops > Support staff queries regarding computer operations > Freedom Of Information support
Provision of an efficient administrative function	<ul style="list-style-type: none"> > Maintenance of records, including filing, and preparation of statistics as required within the ward/unit > Data entry using relevant information systems > Assist and participate in audits as required > Assist with and support induction and orientation to new staff including the provision of relevant IT information including systems and processes. > Provide accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with Departmental practices and procedures. > Assistance in arranging meetings, preparation of agendas, distribution of reference material and accurate recording and distribution of minutes. > Liaise with outside organisations and staff to obtain information. > Assist with the sorting, processing and distribution of electronic and hard copy correspondence as directed. > Ensuring client information and requests for information is managed in a courteous and confidential manner and information is accurate and managed in accordance with Freedom Of Information and Privacy principals and processes. > The incumbent is responsible for the maintenance of information storage and retrieval systems.
Continuous Improvement	<p style="text-align: center;">Quality</p> <ul style="list-style-type: none"> > Participating in quality improvement activities. > Contributing ideas to improve administration processes and clerical services. > Contributes to ward/units service improvement plans. > Promoting cohesive and positive team environment. > Participate in relevant staff development reviews > Contribute to the development and implementation of departmental strategic directions and plans.

Positive culture and safe work environment	<ul style="list-style-type: none">> Comply with workplace policies and procedures.> Participate in all activities associated with the management of workplace health and safety including maintenance of relevant training records.> Identify and report all health and safety risks, accidents, incidents, injuries property damage and near misses in the workplace.> Promote awareness and compliance with Equal Employment Opportunity principles.> Cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate by the organisation.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil required

Personal Abilities/Aptitudes/Skills: :

- > Ability to communicate effectively both verbally and in writing with a wide range of clients, including members of the community, health service staff and staff from other agencies.
- > Demonstrated high level of organisational skills.
- > Proven ability to work as a member of a team, work with accuracy and meet deadlines.
- > Demonstrated ability to provide excellent customer service skills
- > Demonstrated ability to read, write and understand English.
- > Sound understanding and clear ability to maintain discretion and confidentiality.
- > Demonstrated good time management skills.
- > Demonstrated ability to use initiative and/or judgement
- > Ability to cope working in stressful situations.

Experience

- > Experience in the provision of a clerical/administrative support service, including the maintenance of records and systems.
- > Experience in office procedures and office equipment (ie: photocopier, printers, facsimile, etc)
- > Experience in the use of computer based resources (ie: Microsoft Office, email, Excel, data entry) with a high degree of accuracy.

Knowledge

- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- > Knowledge of administration practices and procedures, instructions, regulations and other requirements relating to general administration.
- > Sound knowledge and commitment to customer service principles.
- > Sound knowledge and understanding of the principles of confidentiality.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Flexibility and an ability to remain calm under pressure
- > Willingness to learn and adopt new skills, systems & processes.

Experience

- > Previous experience in a health setting.

Knowledge

- > Knowledge of Quality Assurance principles.
- > An understanding of government mechanisms and public sector administrative policies and procedures.
- > Knowledge of medical terminology.

- > An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.

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 Goals and Strategies:

The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
- > State Public Health Plan 2019-2024
- > SA Health Strategic Clinical Services Plan 2021-2031
- > SA Mental Health Services Plan 2020-2025
- > SA Health Clinical Services Capability Framework

Eyre and Far North Local Health Network:

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

The health units within the Eyre and Far North LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

Values

SA Health Values

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

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

EFNLHN Values

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

Accountability	Connected	Respect	Caring
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

Code of Ethics

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.

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.

Aboriginal Health

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: