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SA Health Job Pack

Job Title	Intake Officer
Eligibility	Open to Everyone
Job Number	879902
Applications Closing Date	3 November 2024
Region / Division	Limestone Coast Local Health Network
Health Service	Country Health Connect
Location	Mount Gambier
Classification	ASO2
Job Status	Ongoing Part Time (45 hours per fortnight)
Salary	\$58,709 - \$63,154 p.a (pro rata)

Contact Details

Full name	Natalie Holtham
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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 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:	Intake Worker
Classification Code:	AS02
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Hospital/ Service/ Cluster	Country Health Connect
Division:	Mount Gambier
Department/Section / Unit/ Ward:	Administration
Role reports to:	Senior Administration Officer
Role Created/ Reviewed Date:	January 2023
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker 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 intake worker is responsible for the effective and efficient coordination of client intake, referral and appointment services.
 The intake worker liaises with and/or provides services to a range of customers and stakeholders internal and external to the organisation.
 The position will work within a primary health care framework and contribute to regional service provision being culturally appropriate.
 The intake worker monitors, promotes and fosters a culture centred on customer services, and a team approach to work practices and work operations.
 The intake work is accountable for his or her own practice standards, activities delegated to others and the guidance and development of less experienced staff.

Key Relationships/ Interactions:

Internal

- > Reports to the Senior Administration Officer.
- > Works closely with the Client Information Officer in regard to CCCME and Country Referral Unit tasks
- > Works as Spoke part of the Country Referral Unit approach
- > Works closely with other Administration Officers / intake workers to maintain cooperative working relationships within all members of the health care team.
- > Supports and works collaboratively with less experienced members of the Country Health connect team.

External

- > Client, consumers and referral agents
- > Other government agencies and non-government agencies.
- > The public of South Australia.

Challenges associated with Role:

Major challenges associated with the role include:

- > Be familiar with all aspects of administrative systems and duties required to support Country Health Connect – Limestone Coast Health Service clients;
- > Effectively liaising with difficult clients and sensitive issues;
- > Prioritising of work and time management due to demands of the work environment;
- > Using initiative and judgement when dealing with staff, visitors and a broad range of clients;
- > Support more junior, temporary and casual administration staff in their roles.

Delegations:

- > NIL

Resilience:

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

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.

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)* 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 Define 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 Policy Directive.*
- *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).*
- *Information Privacy Principles Instruction.*
- *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.*

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.

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

Special Conditions:

- > This position will be located in Mount Gambier, however the incumbent may be required to work across sites and at other locations within Country Health Connect Health Service and may be required to work from other sites within Country Health Connect – Limestone Coast region
- > 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.
- > 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
Improve administrative procedures and practices	<ul style="list-style-type: none"> > Overseeing the provision of client intake services within the Country Health Connect – Limestone Coast health team. > Providing client intake process including: registration of clients on CCCME, allocation of funding source, scheduling of client and staff appointments, Allied and Country Health Connect staff administration and client medical record documentation. > Assisting in the provision of customer enquiries by ensuring appropriate information is provided to clients and the community. > Determining client need and providing appropriate information and referral in a sensitive, courteous and confidential manner. > Demonstrating and promoting a risk minimisation approach to practice and supporting implementation and maintenance of systems to protect patients/clients and staff. > Ensuring quality improvement processes are in place to continually improve client outcomes and quality of services. > Controlling the timely and accurate collection, receipt, acknowledgement, distribution and dispatch of correspondence in the work area. > The incumbent is responsible and accountable for adequately managing the official records he/she creates and receives according to relevant legislation, policies and procedures. > Managing the creation, storage and disposal of records and the maintenance of information storage and retrievals systems to ensure that an accurate accessible record of documentation is kept
Provide efficient and effective administrative system	<ul style="list-style-type: none"> > Collaborating with Country Health Connect – Limestone Coast Health team to achieve team goals and excellence in service provision > Contributing to the orientation and training of staff in client intake procedures and practices when required. > Advocating for the provision of appropriate and responsive services for clients and community. > Ensuring CCCME recording mechanisms, including registering of new clients, entering and modifying of data are completed in a timely manner. > Compiling statistical data in a timely and accurate manner
Data management and record keeping	<ul style="list-style-type: none"> > Contribute to ensuring an effective client referral process occurs through (Country Referral Unit/Access Framework) > Determine client eligibility for entry to the service e.g. program requirements, as required. > Assess priority of processing for urgent or complex referrals. > Provide appropriate referral for allocation of referral to clinical services. > Collect client contact details. > Secure client consent for collecting and sharing of their information. > Provide accurate information to clients on other services.

OFFICIAL

	<ul style="list-style-type: none">> Access information about the client from other sources (carers or GP) to support accurate intake assessment/effective assessment of the client's needs.> Contribute to the effective coordination of the Intake process by:<ul style="list-style-type: none">> Liaising with team members and health professionals and other agencies as required across the region.> Prepare documentation that assists to ensure that community clients receive appropriate referral identification.> Manage the Country Consolidated Client Management Engine (CCCME) system for recording statistical information and reporting. This includes the training of staff on the use of the system;> Ensure that all necessary data reporting processes are completed in a timely and accurate manner.
Contribute to the development and implementation of best practice in the delivery of administrative services:	<ul style="list-style-type: none">> Contribute to the effectiveness of the organisation through development and maintenance of a teamwork approach in performing duties of this position and performing other duties at the Administrative Services Officer, Level 2, where appropriate training has been provided.> Contribute to the organisations continuous improvement culture through participation and support of a customer focus and involvement in quality improvement activities.
Quality Improvement/ utilisation of resources	<ul style="list-style-type: none">> Participate in quality improvement activities.> Contribute ideas to improve administration processes and procedures.> Actively contribute toward maintaining and promoting a healthy team environment.> Report all accidents, incidents and near misses.> Use equipment provided for the prevention of injuries.> Identify issues of hazard or concern so that these may be addressed at the earliest opportunity.> Actively participate in continuous Quality Improvement (QI) activities, including the identification of performance standards and increased efficiencies.> Ensure the efficient utilisation of resources by ensuring that facilities, equipment and supplies are correctly used.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > NIL

Personal Abilities/Aptitudes/Skills

- > Highly developed and effective interpersonal and communication skills (both verbal and written).
- > Demonstrated ability to perform tasks with minimal supervision.
- > Accurate data entry and computer skills.
- > Demonstrated ability to maintain confidentiality.
- > Demonstrated ability to be positive and adapt to change.
- > Demonstrated ability to be customer focussed.
- > Demonstrated ability to prioritise workload and meet set timelines.
- > Demonstrated ability to work effectively within a multidisciplinary team.
- > Demonstrated ability to manage fluctuating demands of service.
- > Demonstrated ability to work with people with a range of diverse value systems, cultural differences and special needs.

Experience

- > Experience in performing data entry operations.
- > Experience in Microsoft Office suite.
- > Experience in the provision of high level customer service.

Knowledge

- > Knowledge of administrative procedures within a health service environment.
- > Knowledge of appropriate customer service practices.
- > Knowledge of safe work practices.
- > Understanding of the issues affecting Aboriginal people and the impact on health outcomes.
- > An understanding of the principles outlined in the Country Health SA Reconciliation Action Plan 2018-2020.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Year 12 and/or Certificate related to business/clerical/health, computer competencies, medical terminology.

Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to type at a minimum of 60 words per minute.

Experience

- > Previous experience in health care setting.
- > Experience working within a multi-disciplinary team.
- > Experience in a client intake role.

Knowledge

- > Knowledge of medical terminology
- > Knowledge of the quality improvement process
- > Knowledge of the South Australian Public Health System
- > Working knowledge of Country Consolidated Client Management Engine (CCCME) software.

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 Inc., 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.

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

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

Values

LCLHN Values

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

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

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: