# ROLE DESCRIPTION

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| **Role Title:** | Casual Administrative Officer |
| **Classification Code:** | ASO2 |
| **LHN/ HN/ SAAS/ DHA:** | Northern Adelaide Local Health Network |
| **Hospital/ Service/ Cluster:** | Lyell McEwin/Modbury Hospitals, GP Plus and Super Clinics and Aboriginal Health sites |
| **Division:** | Corporate Services |
| **Department/ Section/ Unit/ Ward:** | Health Information Management Services (HIMS) |
| **Role reports to:** | NALHN Casual Pool Coordinator |
| **Role Created/ Reviewed Date:** | Reviewed February 2023 |
| **Criminal and Relevant History Screening:** | ☐ Aged (NPC)<br>☒ Working with Children Check (WWCC) (DHS)<br>☒ Vulnerable (NPC)<br>☐ General Probity (NPC) |
| **Immunisation Risk Category Requirements:** | ☐ Category A (direct contact with blood or body substances)<br>☒ Category B (indirect contact with blood or body substances)<br>☐ Category C (minimal patient contact) |

## ROLE CONTEXT

| **Primary Objective(s) of role:** |
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| <ul><li>The Casual Administrative Officer is responsible for the provision of casual administrative support and clerical services across NALHN including Lyell McEwin Hospital, Modbury Hospital, GP Plus and Super Clinics (Elizabeth, Modbury, and Gilles Plains) and Aboriginal Health sites (Elizabeth Vale, Gillies Plains, Port Adelaide, and Dudley Park).</li><li>The Casual Administrative Officer will provide relief support within various ASO2 administrative roles to cover periods of planned and unplanned leave.</li><li>Availability to contribute to 24 hours, 7 days per week service provision.</li></ul> |

| **Key Relationships/ Interactions:** |
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| <u>Internal</u><br><ul><li>The Administrative Officer, NALHN Casual Pool reports to the NALHN Casual Pool Coordinator and functionally/operationally to the local line manager on each shift.</li><li>Unplanned absences (e.g., sick leave) must be advised by the Casual Administrative Officer to the local line manager.</li><li>The NALHN Casual Pool Coordinator is responsible for authorising and setting rosters, overseeing approval of timesheets, and providing relief for planned and unplanned absences of the Casual Administrative Officer where possible.</li></ul> |

| Challenges associated with Role: |
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Major challenges currently associated with the role include:
> Ability to work in an environment where unsettling events may occur (e.g., aggression, trauma, illness, and injury).
> Ability to work in a multi-disciplinary setting.
> Ability to manage workload priorities in busy customer focussed settings.
> Ability to maintain a high standard of professionalism in often trying situations.

## Key Result Area and Responsibilities

| Key Result Areas | Major Responsibilities |
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| Customer Service Focus | > Provide a friendly, courteous, and professional first point of contact.<br>> Meet, great and assist all visitors to patients or staff, as required throughout 24/7 departmental service provision.<br>> Provide an accurate, courteous, timely and professional response to over-the-counter presentations by patients, visitors, and staff, with a customer service focus.<br>> Answer incoming telephone calls, including clinical workstation calls when unattended or otherwise occupied, deal with routine patient enquiries in consultation with clinical staff to ensure appropriate information is conveyed or re-directed appropriately.<br>> Liaise with clinical staff (medical, nursing, ambulance, allied health etc.) regarding specific patient needs and requests, e.g., ambulance personnel for transfers, clinic transport arrangements, and posting/faxing confidential patient information to care providers relative to continuing care of patient.<br>> Ensure appropriate communication channels are used for emergency response situations. |
| Patient Information Data Capture and Data Entry | > Update the Electronic Medical Record (EMR) with details of admissions, discharges, transports, and appointments.<br>> Complete patient criteria for emergency department non-inpatient episodes of care, short stay admissions and other inpatient requirements captured through written (e.g., patient election forms) and electronically (e.g., ward transfers).<br>> Verification of patients against Patient Master Index (PMI) and compliance with service standards.<br>> Ensure maintenance and the integrity of the PMI and Alerts in EMR.<br>> Ensure data entry accuracy and compliance for outpatient appointment module.<br>> Contribute to business continuity and patient information data capture and data entry as part of scheduled system down-times.<br>> Contribute to management of patient information during Code Brown (External disaster) conditions. |
| Management of Records | > Manage and accurately maintain and update the (EMR) in accordance with the relevant legislation, policies, and procedures.<br>> Ensure the electronic chart tracking system is accurate and current in relation to the location of medical records.<br>> Prepare and complete interim folder documentation following inpatient care/non-inpatient care prior to sending to the centralised Scanning Hub.<br>> Create patient master index records as required.<br>> Maintain Interim scanning folder and its cover whilst patient is admitted. |

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| Operational Support for Clinical Staff | > Accurately record appointments or elective surgical waiting list bookings within EMR.<br>> Ensure EMR and documentation of emergency presentations is timely, accurate and complete.<br>> Notify the Finance Department promptly of any changes to patient status.<br>> Answer security access doorbells for secured/enclosed ward areas.<br>> Assist in multi-disciplinary communications relating to patient admissions, transfers, and discharges by conveying accurate messages to achieve an effective and timely response.<br>> Act as a resource and provide general assistance to clinical staff, visitors and patients regarding Hospital services and administrative requirements e.g., booking transport and outpatient appointments.<br>> Provide clerical support to the Nurse Unit Manager (NUM) to maintain efficient bed utilisation/management information, up-to-date policy and procedures manuals and other administrative record systems.<br>> Assist in the management of the information on Ward Notice Boards by amending notices at the direction of the NUM.<br>> Assist with requisitions, stationery, administrative supplies, medical records forms, brochures, and information pamphlets, organising and storing ready for use by ward staff.<br>> Receive, sort, and distribute mail.<br>> Photocopy/fax as required by the clinical staff.<br>> Collect, capture (data entry) and print subsequent reports for unit specific statistics, where required.<br>> Participate in unit staff meetings.<br>> Manage absences from ward, e.g., tea breaks, meetings.<br>> Ensure appropriate communication channels with all staff in a professional manner.<br>> Apply policy and procedure with a degree of judgement when making decisions.<br>> Prioritise work to meet timelines.<br>> Respond to requests by multi-disciplinary staff in accessing medical records and any or all of its component parts.<br>> Understand procedures of position assignment and comply with all relating to task and responsibilities. |
| Teamwork and Personal Development | > Contribute to the welfare, harmony and healthy working relationships through Respectful Behaviours and Code of Conduct principles.<br>> Actively participate in staff meetings and consultation processes for the development of procedures and Emergency Department services.<br>> Share learned skills, local knowledge, and methods with other staff within the unit to maximise continuity of service.<br>> Assist with thorough and up-to-date knowledge/procedure-based training for relief administrative officers and new staff as required.<br>> Actively participate in continuing education programs, seminars, and staff meetings.<br>> Participate in personal development review on an annual basis.<br>> Participate in regular Fire/Evacuation and other staff development training programs. |
| Quality Improvement Activities | > Participate in quality improvement activities.<br>> Contribute ideas to improve administration processes and procedures.<br>> Actively contribute toward maintaining and promoting a healthy team environment.<br>> Report all accidents, incidents and near misses.<br>> Use equipment provided for the prevention of injuries.<br>> Identify issues of hazard or concern so that these may be addressed |

| | at the earliest opportunity.<br>> Actively participate in continuous Quality Improvement (QI) activities, including the identification of performance standards and increased efficiencies. |
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## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

**Educational/Vocational Qualifications:**

> Nil

**Personal Abilities/Aptitudes/Skills:**

> Proven initiative and sound organisational skills to prioritise workload and perform under pressure and meet demanding deadlines.
> Proven positive interpersonal skills with demonstrated ability to respond appropriately with a customer service focus.
> Proven ability to have a flexible disposition, positive outlook and adapt to change.
> Demonstrated problem solving skills with an ability to work in an environment where unsettling events may occur.
> Established experience in working autonomously and as part of a multidisciplinary team environment.
> Sound communication skills, both written and verbal including appropriate telephone etiquette.
> Demonstrate ability to display tact and empathy, use initiative and maintain confidentiality.
> Clerical aptitude in numeracy, literacy and filing skills.

### Experience:

> Previous clerical/ administrative experience including use of general office equipment

> Experience with Microsoft Office applications (including Word, Excel and Outlook)
> Proven experience in basic computing skills, including email, data entry and word processing

### Knowledge:

> Knowledge of office procedures and Medical Record documentation, practices, and procedures.
> Understanding of Work Health and Safety principles and procedures.
> Understanding of the Australian National Safety & Quality Health Service Standards.

### DESIRABLE CHARACTERISTICS

**Educational/Vocational Qualifications:**

> Medical Terminology Certificate.

**Personal Abilities/Aptitudes/Skills:**

> Typing speed of 60 WPM with 98% accuracy.
> Ability to work in an acute environment where the occurrence of unsettling client events is highly likely.

### Experience:

> Previous experience working in a large hospital environment or Emergency Department.
> Previous experience in working with an Electronic Medical Record (EMR), hospital computing systems or other database applications.

## Knowledge:

> Knowledge of medical terminology
> Knowledge of Medicare billing processes and guidelines
> Knowledge of Department of Health data capture standards

## Special Conditions:

> It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.

> *For appointment in a Prescribed Position* under the *Child Safety (Prohibited Persons) Act (2016),* a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.

> For *'Prescribed Positions'* under the *Child Safety (Prohibited Persons) Act (2016),* the individual's WWCCs must be renewed every 5 years from the date of issue; and for '*Approved Aged Care Provider Positions*' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).

> Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.

> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

## 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 Defined Officers must meet due diligence requirements*.*

> *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.

> Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive.*

> Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).

> *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.

> Disability Discrimination.

> *Independent Commissioner Against Corruption Act 2012* (SA).

> *Information Privacy Principles Instruction.*

> Relevant Awards, Enterprise Agreements, *Public Sector Act 2009, Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual.*

> Relevant Australian Standards.

> Duty to maintain confidentiality.

> Smoke Free Workplace.

> To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.

> Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

## 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
> Limestone Coast 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 23/24 for NALHN is $1.02 bn with a workforce of 4,710 FTE / 6,325 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.

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 recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## 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 | 20/12/2023 | Financial Delegation Updated<br>Management Position Clause Updated<br>Code of Ethics Clause Updated |
| V7 | 21/12/2023 | | Special Conditions Updated<br>General Requirements Updated<br>Organisational Context Updated |