

# Non Managerial

## Role Description

# Southern Adelaide Local Health Network

<b>Position</b>	Administration Officer
<b>Classification</b>	AS02
<b>Division</b>	Rehabilitation, Aged and Palliative Care
<b>Department / Section / Unit / Ward</b>	Administrative Service
<b>Role reports to</b>	Operationally: > Manager, GEM at Home, RAP Professionally: > Administration Manager, RAP
<b>CHRIS 21 Position Number</b> P38629	<b>Role Created / Review Date</b> 06/07/2021
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

GEM@HOME Service provides care to older people with complex medical, functional and/or psychosocial needs in their own home in lieu of an extended or avoidable hospital admission. This includes the provision of geriatrician-led, multidisciplinary assessment, restorative interventions, and sustainable care planning in collaboration with the older person, their family, carer and existing community services involved in their care.

Assessment, treatment plans and implementation will focus on assisting individual consumers optimise management of their medical condition and functional impacts well as establishing sustainable community-based support networks and/or suitable supported accommodation.

GEM@HOME will have a strong focus on innovation and digital strategies, with Telehealth and home-based monitoring integrated into the provision of care. Targeted, evidence-based interventions will be key to the success of the service and all team members will be responsible for service outcomes and evaluation.

The Administrative Officer is accountable to the Manager, GEM@HOME service, Division of Rehabilitation, Aged and Palliative Care (DivRAP) for:

- Ensuring an efficient, comprehensive, customer orientated administrative service is provided to the GEM@HOME service
- The incumbent is required to have a teamwork approach and provide a professional, customer-focused service by ensuring all work is completed in a timely and accurate manner

The incumbent will provide service/peer leadership in line with the Division of RAP purpose and impact; promoting the values within the Divisional Way for every patient, family and colleague encounter:

Our Impact - 'We deliver a reliable health system. Patients and families are better prepared to live their lives.'

Our Divisional Way - Respectful, Communicative, Supportive, Compassionate

Our Purpose - 'Optimising quality of life in Rehabilitation, Aged Care and Palliative Care Service

### Direct Reports: (List positions reporting directly to this position)

> Nil

**Key Relationships / Interactions:**

Internal:

- > Works closely with the GEM@HOME Manager and team, as well as the CARE service and the DivRAP Administration Manager to ensure that the administrative support meets the service requirements
- > Works collaboratively with staff and all members of the health care team;

External:

- > Patients and their carers
- > Relevant government and non-government organisations as required to meet the needs of the client group

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > This position works within the GEM@HOME service as an administrative support role
- > At times there will be competing demands and an ability to triage and prioritise tasks will be required

**Delegations:** (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

**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 SALHN values and strategic directions.

### General Requirements

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

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation 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'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

### 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.

**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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
Ensure the provision of an effective and efficient administrative support service to DivRAP:	<ul style="list-style-type: none"> <li>&gt; Working collaboratively and flexibly within both the admin team and broader Rehab, Aged and Palliative Care team</li> <li>&gt; Responding appropriately and promptly to incoming calls in line with documented procedures and guidelines</li> <li>&gt; Ordering of consumables via Oracle and contribute to the management of Accounts Payable using Basware</li> <li>&gt; Assist with managing accounting systems including preparation of statements, checking accuracy of invoices and completing Medicare documentation</li> <li>&gt; Contributing to continuous improvement by assisting to improve the quality of work processes and individual administrative work practices</li> <li>&gt; Assist with the provision and management of up to date information and resources relevant to DivRAP</li> <li>&gt; Contribute to on the job training and orientation of new administrative staff</li> <li>&gt; Provision of administrative support within the team including accurate maintenance of data bases, data collection and preparation of reports, organisation and assistance at unit meetings and other general administrative duties as required.</li> </ul>
Contribute to the maintenance of a high organisational standard of Customer Service by:	<ul style="list-style-type: none"> <li>&gt; acting in a professional manner at all times when dealing with internal and external clients</li> <li>&gt; Co-ordinating appointments using the Hospital Electronic Patient system (Sunrise EMR) in consultation with patients and staff.</li> <li>&gt; Creating new patient MRNs and checking existing patient demographics ensuring they are accurate and up to date.</li> <li>&gt; Managing referrals and waitlist and check in and check out patients, booking of appointments, updating records and accurate marking of files</li> <li>&gt; providing prompt and courteous service to all clients including colleagues, other divisions and the community</li> <li>&gt; maintaining confidentiality on all issues relating to the organisation, clients and fellow colleagues</li> <li>&gt; responding appropriately and promptly to telephone enquiries, providing up to date information, resources and referral options in a courteous and confidential manner</li> </ul>
Contribute to the maintenance of effective relationships with peers, staff and stakeholders in order to deliver quality services in a timely manner by;	<ul style="list-style-type: none"> <li>&gt; Working collaboratively to develop and maintain quality standards of practice</li> <li>&gt; Having a team work focus</li> <li>&gt; participating in relevant training and development activities</li> <li>&gt; participating in the attainment and maintenance of a work ethos that focuses on the achievement of identified program/service outcomes</li> </ul>

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	<ul style="list-style-type: none"> <li>&gt; Contribute to providing administrative support to other teams within Rehabilitation, Aged Care and Palliative Care as required.</li> </ul>
<p>Contribution to effective operation of unit</p>	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Nil

### Personal Abilities/Aptitudes/Skills

- > Ability to liaise and relate well with empathy to a variety of people, including elderly and disabled clients and to handle enquiries from a range of staff, patients and visitors
- > Demonstrated ability to work with people from diverse cultural backgrounds with specific reference to Aboriginal & Torres Strait Islander people
- > Ability to undertake (or capacity to learn) data management, manipulation, extraction and minor systems development of Sunrise EMR
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Previous experience using computing equipment and software (word processing, spreadsheets etc)
- > Experience in the use of patient appointment making systems
- > Previous experience working in a health related work setting
- > Previous experience working with confidential information
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- >

**2. DESIRABLE CHARACTERISTICS** (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Ability to establish and manage databases and / or spreadsheets using Excel and Access software

**Experience**

- > Proven experience in basic computing skills, including email and word processing.
- > Experience within a Multidisciplinary team environment/ health care unit

**Knowledge**

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of medical terminology

**Educational/Vocational Qualifications**

- > Ongoing commitment to self-education by attendance to relevant courses

**Other Details**

Nil

## 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.

## SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## 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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network
	> Southern Adelaide Local Health Network
	> Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network
	> Yorke and Northern Local Health Network
	> Flinders and Upper North Local Health Network
	> Riverland Mallee Coorong Local Health Network
	> Eyre and Far North Local Health Network
	> South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

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**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Administrative Assistant in the Rehabilitation, Aged Care and Palliative Care and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date