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SA Health Job Pack

Job Title	Administrative Officer, Nursing, Midwifery, and Patient Services
Job Number	679486
Applications Closing Date	Tuesday 31 December 2019
Region / Division	Southern Adelaide Local Health Network
Health Service	Flinders Medical Centre
Location	Bedford Park
Classification	ASO2
Job Status	Casual
Total Indicative Remuneration	\$27.51 - \$29.65 per hour + 25% loading

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:

- ☐ Child Related Employment Screening - **DCSI**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☒ 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.

Contact Details

Full name	Charmaine Bowers, Office Coordinator Executive Assistant
Phone number	82044065
Email address	charmaine.bowers@sa.gov.au

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:	Administrative Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Southern Adelaide Local Health Network
Hospital/ Service/ Cluster	Flinders Medical Centre
Division:	Nursing, Midwifery, and Patient Services
Department/Section / Unit/ Ward:	Nursing, Midwifery, and Patient Services
Role reports to:	Office Coordinator Executive Assistant
Role Created/ Reviewed Date:	Updated June 2018
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<input type="checkbox"/> Category A (<i>direct contact with blood or body substances</i>) <input type="checkbox"/> Category B (<i>indirect contact with blood or body substances</i>) <input checked="" type="checkbox"/> Category C (<i>minimal patient contact</i>)

ROLE CONTEXT

Primary Objective(s) of role:

The Administrative Officer is accountable to the Office Coordinator | Executive Assistant - Nursing Midwifery and Patient Services for the provision of an efficient and effective administrative support service to both the Nursing Director and the Hospital Coordinators. The incumbent is also required to provide reception functions for the Nursing Midwifery and Patient Services Office, where they provide information and advice on matters relating to the working shift of Nurses and Midwives, external Nursing Agencies and other customers. The Administrative Officer provides an efficient customer service over the counter, by telephone or letter in accordance with unit service objectives. The Administrative Officer contributes to the establishment and maintenance of effective communication to promote an interdisciplinary collaborative approach in providing the Unit's services. The incumbent applies sound knowledge of office procedures, Nursing Information Systems and Human Resource System skills to provide an effective administrative support service to the Nursing Midwifery and Patient Services Division.

The role of the Administrative Officer includes:

- > Contributing to Service Improvement initiatives to developing best practice administrative services for the Department;
- > Contributing to the effective functions of Human Resources and Nursing Information Systems;
- > Providing a first point of call for all Nursing and Midwifery staff, wards/units, Nurse Managers, general public, external Nursing Agencies and Medical Students;
- > Performing general administrative and clerical duties pertaining to the management of nursing & midwifery staff;
- > Providing best practice administrative services to the Staffing and After Hours Hospital Coordinator;
- > Strictly adhering to the confidentiality of all information concerning patients and hospital personnel;
- > Ability to manage a variable workload and work under pressure.

Key Relationships/ Interactions:

Internal

- > The Administrative Officer is accountable to the Office Coordinator | Executive Assistant;
- > The Administrative Office will have close working relationships with the SALHN Hospital Coordinator team;
- > The Administrative Officer will be required to liaise professionally with staff across SALHN.

External

- > The Administrative Officer will be required to liaise professionally with staff from other local health networks, agency staffing and other relevant stakeholder.

Delegations:	
Financial	NA
Human Resources	NA
Procurement	NA

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:
<p>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:</p> <ul style="list-style-type: none"> • <i>Work Health and Safety Act 2012 (SA)</i> and when relevant WHS Defined Officers must meet due diligence requirements. • <i>Return to Work Act 2014 (SA)</i>, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness. • Meet immunisation requirements as outlined by the <i>Immunisation Guidelines for Health Care Workers in South Australia Policy Directive</i>. • Equal Employment Opportunities (including prevention of bullying, harassment and intimidation). • <i>Children's Protection Act 1993 (Cth)</i> – 'Notification of Abuse or Neglect'. • Disability Discrimination. • Code of Fair Information Practice. • Relevant Awards, Enterprise Agreements, <i>Public Sector Act 2009</i>, <i>Health Care Act 2008</i>, 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.

Handling of Official Information:
<ul style="list-style-type: none"> • 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.

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 *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* 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 and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.

STATEMENT OF KEY OUTCOMES AND ASSOCIATED ACTIVITIES

Ensure accurate information is available to the Staffing Coordinator by:

- Applying sound knowledge of office procedures, Human Resource and Nursing & Midwifery computerised program skills;
- Ensuring prompt accurate data entry of nursing and midwifery via the ProAct Rostering System to facilitate timely staff payment;
- Ensuring personal records of nursing & midwifery staff are updated regarding sick leave and entering this information to Pay Office via the ProAct Rostering System;
- Recording and entering all nursing & midwifery staff sick leave to the ProAct Rostering System, relaying information to Staffing Coordinator and appropriate clinical areas;
- Assisting Staffing Coordinator and/or appropriate staff member with pay queries;
- Transferring data from Electronic Variation Timesheet to ProAct Rostering System;
- Assisting in collating and identifying trends from statistical data collected; and
- Providing statistical data as directed.

Ensure a customer focused reception service is provided for all Nursing and Midwifery staff, wards/units, Nursing Midwifery & Patient Services, General Public, external Nursing Agencies and Medical Students by:

- Responding to complex inquiries from all staff groups, patients, visitors, external professional groups and other institutions and agencies including Nursing Agencies in a courteous manner;
- Answering incoming telephone calls, evaluating them for urgency and using judgement, redirecting to the appropriate Departmental member if available;
- Contributing to the confidentiality of the staff and Department information by developing and maintaining an effective and efficient system of filing to facilitate storage and retrieval of documents;
- Receiving applicants for interview.

Perform general administrative and clerical duties pertaining to the management of the Nursing Midwifery and Patient Services Division;

- Maintaining and entering all casual Nursing and Midwifery staff availability, booking staff under direction of Staffing Coordinator;
- Receiving, organising and checking Nursing Agency accounts for accurate payment in a timely manner;
- Prioritising general clerical support to Staffing Coordinator and meeting deadlines;
- Maintaining and updating the Pool Book at four weekly intervals under direction of the Staffing Coordinator;

Provide an efficient and professional receptionist role by:

- Ensuring a courteous and personable customer service;
- Ensuring all telephone and/or over the counter enquiries are responded promptly and effectively;
- Friendly liaison with customers on a wide range of issues.

Contribute to efficient general office functions by:

- Sorting daily mails;
- Contributing to the general up keeping of the office;
- Working effectively as team member within the office;
- Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including OHS&W requirements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Nil reported.

Personal Abilities/Aptitudes/Skills:

- Ability to work as a member of a team
 - High level personal organisation skills and the ability to work under pressure and to meet tight deadlines.
 - Interpersonal skills consistent with providing high quality customer service and the trust and cooperation of others.
 - Ability to communicate effectively with a broad range of people in a verbal and written manner.
 - Ability to handle confidential and sensitive information in a professional manner.
 - Proven commitment to the principles and practise of;
 - EEO, Ethical Conduct, Diversity and OHS&W;
 - Quality management and client oriented service;
 - Risk management.
-

Experience

- Proven experience in basic computing skills, including email, word processing and spreadsheet packages which results in the production of high quality keyboard work;
 - Experience in establishing and maintaining appropriate records and filing systems.
-

Knowledge

- Understanding of Work Health Safety principles and procedures;
 - Understanding of Quality Management principles and procedures.
 - Understanding of Delegated Safety Roles and Responsibilities
 - Awareness of National Safety and Quality Health Service Standards
-

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Nil reported.

Personal Abilities/Aptitudes/Skills:

Nil reported.

Experience

Nil reported.

Knowledge

- Awareness of the Charter of Health and Community Services rights.

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, socio economic, 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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA 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.

Health Network/ Division/ Department:

The Southern Adelaide Local Health Network (LHN) provides care for around 341,000 people living in the southern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. More than 7,000 skilled staff provides high quality patient care, education, research and health promoting services.

Southern Adelaide LHN provides a range of acute and sub-acute health services for people of all ages, and has two hospitals, Flinders Medical Centre and Noarlunga Hospital.

Southern Adelaide LHN Intermediate Care Services will deliver multi-disciplinary clinical care, addressing complexity through targeted approaches to complex chronic disease management in the community, and supported hospital discharge and avoidance programs. There is a key focus on building partnerships across the care continuum supporting interfaces between acute sites, GPs, Primary Care and Community based services.

Mental Health Services provides a range of integrated services across community and hospital settings, targeted at all age groups, in collaboration with non-Government organisations and General Practice Network South.

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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; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability – 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.

SALHN Vision

We believe in providing the standard of health care that we desire for our own families and friends.

SALHN core value TRUST

Building positive relationships; with our patients, employees and partners.

Approvals

Job and Person Specification 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: