



## ROLE DESCRIPTION

<b>Role Title:</b>	Senior Administration Assistant (COVID-19 Response)
<b>Classification Code:</b>	ASO3
<b>LHN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	
<b>Division:</b>	Health Regulation and Protection, Communicable Disease Control Branch
<b>Department/Section / Unit/ Ward:</b>	Disease Surveillance and Investigation Section: COVID-19 Response Team
<b>Role reports to:</b>	Director, Disease Surveillance and Investigation Section
<b>Role Created/ Reviewed Date:</b>	August 2020
<b>Criminal and Relevant History Screening:</b>	<input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Senior Administration Assistant (COVID-19 Response):

- > Will provide extensive administrative support to the COVID-19 Response Team by undertaking duties such as word processing, data entry, records management and general clerical support functions as well as providing training to new staff.
- > May be required to move between teams within the broader COVID-19 Response Team or the Disease Surveillance and Investigation Section and undertake any other duties as required.
- > Exercises powers as appointed, as an authorised officer under the *Emergency Management Act 2004* to give directions to persons to prevent the spread of COVID-19.
- > Participates in the Health Rapid Response Team including (optional) onsite investigations, support, advice, and direction for outbreak investigations.

### Direct Reports:

- > Nil

### Key Relationships/ Interactions:

#### Internal

- > The role reports to the team lead of the area allocated within the COVID-19 Response.
- > Works collaboratively with other team members of the COVID-19 Response Team to achieve team outcomes in a cooperative and constructive manner.
- > Liaise with Workforce Services regarding Human Resource issues

#### External

- > Local Health Networks and other Government Agencies.
- > Liaise with internal/external organisations and individuals to acquire relative data and information that assists in CDCB

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Working in a constantly changing environment
- > Managing multiple tasks, working under pressure and to tight time constraint and meeting deadlines and managing demanding work requirements in an environment characterised by large workloads, interruptions and change.
- > Supporting the implementation of quality system and continuous improvements.
- > Working autonomously exercising judgement and initiative.

**Delegations:**

- > Nil

**Resilience:**

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

**Special Conditions:**

- > The incumbent will be required to work between the hours of 7am and 12 midnight over a 7 day roster.
- > The incumbent may be required to participate in a 24/7 roster.
- > The incumbent may be required to participate in an after-hours on-call roster; some out-of-hours work will be required.
- > Intrastate/interstate travel may be required.
- > Must be ready and willing to assist in managing disease outbreaks within the community which may include travel within South Australia.
- > 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 WWCC must be renewed every 5 years from the date of issue; and for "*Approved Aged Care Provider Positions*" every 3 years from the 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 (see page 1). 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) 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 and 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.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Administrative support for the COVID-19 Response Team	<ul style="list-style-type: none"> <li>&gt; Assesses incoming correspondence and refers documentation to appropriate individuals for action.</li> <li>&gt; Manages and maintains the integrity of the computerised records management system.</li> <li>&gt; Implements and maintains systems for correspondence, data and file management.</li> <li>&gt; Coordinates responses to enquiries, identifies actions required and initiates responses while liaising with other team members as required.</li> <li>&gt; Undertakes minor research and reporting on specific matters, undertaking projects and other duties as required.</li> <li>&gt; Acts as a key contact for all administrative support services within the COVID-19 Response Team and update and distribute key information when required.</li> <li>&gt; Coordinates and contributes to the effective administration of the health service through the provision of a word processing/data entry service relevant to the COVID-19 Response.</li> <li>&gt; Prepares and maintains both electronic and paper version records while using various computer programs such as NIDS and Salesforce.</li> <li>&gt; Coordinates and provides administrative support by email management and drafting correspondence on behalf of the COVID-19 Response Team.</li> <li>&gt; Assists with data quality assurance activities.</li> <li>&gt; Other duties as directed.</li> <li>&gt; Utilise records management systems under the Objective Use Policy</li> <li>&gt; Maintaining a complex clinical data entry service, with high level accuracy in a timely manner.</li> </ul>
Improving the systems within the unit	<ul style="list-style-type: none"> <li>&gt; Provides support and training to staff in the use of administration tools and services.</li> <li>&gt; Coordinates and participates in relevant training and development activities.</li> <li>&gt; Contributes to relevant decision making processes with regards to the administrative services, policies and procedures.</li> <li>&gt; Participates in and supports data quality audits and recommendations.</li> </ul>
Team culture and values	<ul style="list-style-type: none"> <li>&gt; Models a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences and encourages creativity and innovation.</li> <li>&gt; Provides assistance to other administrative team members within other areas of the COVID-19 Response Team.</li> </ul>
Ensure a safe working environment at all times by:	<ul style="list-style-type: none"> <li>&gt; Maintains effective work practices</li> <li>&gt; Adopts procedures and practices which comply with the OHS&amp;W Act</li> <li>&gt; Takes reasonable care to protect the health and safety of self and others.</li> <li>&gt; Attends mandatory safety training programs.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated ability to work independently with minimal supervision
- > Demonstrated time management skills and ability to multi-task and prioritise work
- > Demonstrated strong problem-solving skills and analytical abilities
- > Demonstrated ability to manage multiple priorities under pressure, trouble-shoot, and to meet short- and long-term deadlines
- > Demonstrated excellent written and verbal communication skills
- > Demonstrated strong organisational and planning skills
- > Excellent communication and interpersonal skills
- > Knowledge of records management

#### **Experience:**

- > Experience in handling a wide range of administrative and executive support related tasks
- > Experience in preparing letters, reports and using and maintaining databases
- > Understanding of and adherence to confidentiality and privacy provisions

#### **Knowledge:**

- > Knowledge of office management responsibilities, systems and procedures
- > Knowledge and experience using in MS Office applications at an advanced level

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- > Nil

#### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated ability to work effectively as a leader of a small administration team and independently

#### **Experience:**

- > Demonstrated experience working in a healthcare environment
- > Experience working in a multi-disciplinary team

#### **Knowledge:**

- > Knowledge of the South Australian Public Health System and relevant legislative Acts including the *SA Public Health Act 2011*, *Emergency Management Act 2004* and the *COVID-19 Emergency Response Act 2020*.

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

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

### 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 Health Regulation and Protection Division works with and for the South Australian community to improve public health and clinical care. This encompasses providing services, advice, education, support, policy, leadership and advocacy, administering legislation and partnering with service providers, government agencies and the non-government sector to identify and respond to current and emerging public health and clinical issues and opportunities. The Health Regulation and Protection Division comprises of the following Branches:

- Office of the Chief Public Health Epidemiologist
- Communicable Disease Control Branch
- Health Protection and Licencing Services
- Disaster Preparedness and Resilience Branch
- Blood, Organ and Tissue Programs

The Communicable Disease Control Branch aims to reduce the incidences of communicable and infectious diseases in SA through the following service areas:

- Specialist Services Section
- STI & Blood Borne Virus Section
- Disease Surveillance and Investigation
- Immunisation Section
- Infection Control Service
- Data & Corporate Services

## 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.

*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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:** ..... **Signature:** ..... **Date:** .....

### Version control and change history

Version	Date from	Date to	Amendment
V1	19/05/20		Original version.
V2	12/8/2020		Immunisation Cat A & 7 day roster/hours of work - Special Conditions