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SA Health Job Pack

Job Title	Agency Support Officer
Eligibility	Open to Everyone
Job Number	874403
Applications Closing Date	17 September 2024
Region / Division	Eyre and Far North Local Health Network
Location	Location negotiable across Eyre and Far North region
Classification	ASO3
Job Status	Temporary Full Time (up to 6 January 2025)
Salary	\$67,589 - \$72,033 p.a

Contact Details

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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:	Agency Support Officer
Classification Code:	AS03
Position Number:	P47252
LHN/ HN/ SAAS/ DHW:	Eyre & Far North Local Health Network
Hospital/ Service/ Cluster:	Eyre & Far North Local Health Network
Division:	Nursing
Department/Section / Unit/ Ward:	Nursing
Role reports to:	Executive Director Nursing and Midwifery
Role Created/ Reviewed Date:	Reviewed July 2024
Criminal and Relevant History Screening:	<input type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Check Please click here for further information on these requirements
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Eyre and Far North Local Health Network (EFNLHN) encompasses a wide range of hospitals in rural and remote areas of the Eyre Peninsula and the Far North of South Australia. This position provides centralised administrative support to the Directors of Nursing (DONs) and Nurse Unit Managers (NUMs) within the EFNLHN through the establishment of an effective rapport with Nursing Agencies.</p> <p>The role of the Agency Support Officer is to support identified staffing shortages through the influence of nurse placements, including future bookings of staff identified as high-quality clinicians across the EFNLHN. The Agency Support Officer will manage the accommodation for agency staff through a coordinated booking system, additionally encourage the DONs and NUMs to promote any permanent and short-term contracts which may be available. This role will assist the Executive Director of Nursing and Midwifery to explore future opportunities to increase the movement of existing staff across Health Units.</p> <p>> The Agency Support Officer, reporting to the Executive Director Nursing and Midwifery, has a key role in the effective staffing of nurses throughout the Eyre & Far North Local Health Network.</p>

Direct Reports:
<p>> Nil</p>

Key Relationships/ Interactions:

Internal

- > Executive Director Nursing and Midwifery
- > Directors of Nursing and Nurse Unit Managers
- > All levels of staff within the Eyre & Far North Local Health Network, and any relevant employees across LHNs, RSS, and other departmental employees

External

- > Nursing Agencies
- > Accommodation providers

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Adhering to critical time frames and deadlines regarding the provision of 24/7 nursing staff services.
- > Working under limited supervision, applying initiative, and using limited judgement through policies, guidelines, procedures, regulations, and instructions.
- > Provision of a high quality confidential administrative support service to the Executive Director of Nursing and Midwifery, Directors of Nursing, and Nurse Unit Managers

Using consideration and tact to ensure good relationships are maintained with Agencies, Directors of Nursing, and Nurse Unit Managers whilst negotiating difficult rostering issues, are challenges currently associated with the role include.

Delegations:

- > No delegation authority.

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 SA Health values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

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:

- > 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.
- > 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).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / EFNLHN policies, procedures, guidelines and standards.
- >

Confidentiality and 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:

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

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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.
- > The position is primarily located at Port Lincoln but the incumbent maybe required to work from other sites within EFNLHN area.
- > Must be an Australian Resident or hold a current working visa.
- > 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
<p>Administration and System Management</p>	<p>Ensure the provision of responsive and flexible administration and nursing support to each health unit by:</p> <ul style="list-style-type: none"> > Developing and implementing centralised administration strategies and procedures for effective administration management, including the development, maintenance, and update of systems to inform and coordinate decision-making. > Adhering to current SA Health policy, procedures, and guidelines related to Agency engagement to ensure effective and responsible financial management costs related to Agency staff > Developing and maintaining local records for agency shift confirmation and accommodation bookings > Developing and implementing communication strategies with key stakeholders which are effective, timely, and invite collaboration > Identify, record, and preference preferred agency nurses for future bookings who demonstrate high clinical skill > Maintain accurate information system and data to provide the Executive Director, Nursing and Midwifery with timely information when required
<p>Contribution to effective operation of unit</p>	<p>Facilitate the delivery of Services by:</p> <ul style="list-style-type: none"> > Contributing to the promotion and implementation of the objects and principles of the <i>Health Care Act 2008</i> and <i>Public Sector Act 2009</i> (inclusive of the Code of Ethics for the South Australian Public Sector). Adhering to the provisions of relevant legislation including but not limited to the <i>Equal Opportunity Act 1984</i>, <i>Work Health and Safety Act 2012</i> (SA), Awards and Enterprise Agreements. > Ensuring that the Human Resources service provided is customer focused, operates in an integrated team approach and culture and is highly responsive to the needs of our business partners and any external clients. > Demonstrating appropriate behaviours which reflect a commitment to the Department for Health and Ageing values and strategic directions. > Participating in the organisation's Performance Review and Development program which will include a regular review of performance against the responsibilities and outcomes of their position. > Undertaking training as required attaining and maintaining required competency of skills and knowledge applicable to the role. > Positively responding to, and developing collaborative working partnerships with, businesses, and liaising with relevant key staff and external stakeholders. > Developing and maintaining positive and collaborative working relationships with Directors of Nursing and Nurse Unit Managers as required to enable an increase in their clinical focus capacity and time >

<p>Supports the recruitment and retention of Nurses</p>	<p>Assisting the Executive Director, Nursing and Midwifery with the recruitment and retention of nurses by</p> <ul style="list-style-type: none"> > Exploring options and strategies for utilising staff to increase movement of staff across multi-campus sites
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Sound communication and interpersonal skills including a high level of written and verbal skills together with a demonstrated ability to relate to all levels of management, staff, and external organisations.
- > Demonstrated interpersonal skills, which facilitate effective, positive, and collaborative working relationships with all staff and external agencies.
- > Demonstrated ability to meet critical deadlines, perform well under pressure and work with limited supervision and direction.
- > High level organisational skills including excellent time management and the ability to prioritise workloads.
- > Possess initiative, flexibility, and ability to adapt appropriately to changing priorities.
- > Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination, bullying, and where diversity is valued.
- > Ability to undertake minor investigations and research and prepare correspondence of a sometimes sensitive and highly confidential nature.

Experience:

- > Proven experience in providing a confidential and professional administrative support service
- > Proven experience in establishing and maintaining rapport with differing levels of staff including internal and external key stakeholders
- > Proven experience in establishing and maintaining effective office systems and procedures.

Knowledge:

- > Possess an understanding of contemporary issues relating to the healthcare workforce

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Relevant post-secondary qualification in administration or related field

Personal Abilities/Aptitudes/Skills:

Experience:

- > Experience in the healthcare sector
- > Experience in the use of ProAct

Knowledge:

- > Knowledge of the functions and role of a health unit
- > An understanding of government mechanisms and public sector administrative policies and procedures.
- > Understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.

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, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Goals and Strategies:

The achievement of key SA Health goals, directions and strategies are articulated within the following:

- > South Australian Health and Wellbeing Strategy 2020-2025
 - > State Public Health Plan 2019-2024
 - > SA Health Strategic Clinical Services Plan 2021-2031
 - > SA Mental Health Services Plan 2020-2025
 - > SA Health Clinical Services Capability Framework
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Eyre and Far North Local Health Network:

Our Local Health Network (LHN) is responsible for the planning and delivery of hospital and health services over 337,626 square kilometres, taking in the Eyre Peninsula, western part of South Australia and north of Coober Pedy. It supports approximately 40,000 people.

Services provided within the Eyre and Far North region include accident and emergency, day and inpatient surgery, Aboriginal health, mental health, obstetric services, chemotherapy, renal dialysis, community and allied health, and aged care and disability services.

We have Health facilities located within Port Lincoln, Tumby Bay, Cummins, Lock, Elliston, Streaky Bay, Wudinna, Kimba, Cleve, Cowell, Ceduna and Coober Pedy.

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

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.

EFNLHN Values

The values of EFNLHN express the type of conduct required by our employees to further our vision to be a trusted provider of accessible, responsive, and innovative health, disability, and aged care services to support the wellbeing of our diverse communities.

Accountability	Connected	Respect	Caring
✓ We value taking responsibility for all that we do	✓ We value being part of our local community and our LHN community	✓ We value every individual and their uniqueness	✓ We value providing compassionate care to those who need it
✓ We value acting with integrity when striving to achieve our goals	✓ We value listening and collaborating with others	✓ We value being considerate and kind to ourselves and others	✓ We value putting our consumers at the centre of everything we do
✓ We value following through on what we say we will do	✓ We value two-way communication	✓ We value the diversity of our communities and the people in them	✓ We value taking the time to understand our consumers and their needs

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: _____

Date: _____

Signature: _____

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: _____