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SA Health Job Pack

Job Title	Business Support Officer – Casual Pool
Eligibility	Open to Everyone
Job Number	871020
Applications Closing Date	30 June 2025
Region / Division	Riverland Mallee Coorong Local Health Network
Health Service	Riverland Mallee Coorong Community & Allied Health
Location	Murray Bridge
Classification	ASO2
Job Status	Casual Contracts – multiple available
Salary	\$29.57 - \$31.81 per hour + 25% casual loading

Contact Details

Full name	Jodie Lloyd
Position	Business Support Team Leader
Phone number	08 8535 6800
Email address	jodie.lloyd@sa.gov.au

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:	Business Support Officer
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	Riverland Mallee Coorong LHN
Hospital/ Service/ Cluster	Riverland Mallee Coorong LHN
Division:	Community & Allied Health Services
Department/Section / Unit/ Ward:	Business Support Team
Role reports to:	Business Support Team Leader Murray Bridge
Role Created/ Reviewed Date:	Reviewed September 2023
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working with Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<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) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > Responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff and visitors for the Riverland Mallee Coorong Health Services at Murray Mallee Community Health Service, Murray Bridge.

Key Relationships/ Interactions:

Internal

- > Works as a member of the Business Support Team taking part in regular team meetings, requiring establishment of working relationships with other administrative colleagues.
- > Assists staff to complete administrative tasks.
- > Taking and relaying clear and accurate messages
- > Performs the role of minute secretary to committees / working parties as requested.

External

- > Attend to client enquiries on the telephone or in person and provides relevant advice and assistance and /or referring the enquiry to the most appropriate person for attention.
- > Attend to visitors in the reception area in a professional manner and ensuring they are directed appropriately.
- > Welcoming and directing clients and visitors promptly and pleasantly.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Position requires excellent general knowledge of all service provision at Riverland Mallee Coorong Community Health Services
- > The ability to adapt to change within the Community Health System

Delegations:

- > Nil delegations

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:

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 (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.

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:

Riverland Mallee Coorong Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > 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 or from an accredited CrimTrac Provider confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the National Disability Insurance Scheme (NDIS) Act 2013 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > 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
High quality customer service	<ul style="list-style-type: none"> > Encourages 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. > Provide accurate and relevant information and assistance to all enquiries including but not limited to telephone, visitor, and client enquiries and/or referring the enquiry to the most appropriate person for attention. > Ensure all visitors are welcomed and directed promptly and pleasantly. > Controlling a timely and accurate collection, receipt, acknowledgement, distribution, and dispatch of correspondence in the work area. > Responsible and accountable for adequately managing the official records created and received according to relevant legislation, policies, and procedures. > Managing the creation, storage and disposal of information storage and retrieval systems to ensure that an accurate record of documentation is kept.
Professional, administrative service efficient support	<ul style="list-style-type: none"> > Competency in computer-based skills relevant to the role, or commitment to obtaining same with Line Supervisor support. > Undertaking accurate and timely word processing, preparation and editing of letters, minutes, and other correspondence in accordance with Departmental practices and procedures. > Responding to queries and urgent issues when directed. > Undertaking desktop publishing as required; particularly urgent or confidential items as directed. > Assisting with the sorting, processing and distribution of electronic and hard copy correspondence as directed. > Provide assistance to senior member's division/directorate when requested. > Monitoring and requisitioning stationary and minor office equipment / supplies. > Maintaining car bookings and ensuring scheduled maintenance bookings for all cars is completed. > Maintaining medical and corporate record files in accordance with policies, procedures, and guidelines. > Ensure outpatient and community consumer appointments are arranged in accordance with established business processes. > Ensure that fleet and room bookings are managed in accordance with established business processes.
Development and implementation of best practice in the delivery of administrative service	<ul style="list-style-type: none"> > Participate in a range of continuous quality improvement activities. > Participate in relevant staff development activities. > Assisting in the development, maintenance and reviewing of systems and processes. > Complying with relevant data collection processes and reporting requirements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > N/A

Personal Abilities/Aptitudes/Skills:

- > Proven ability to communicate effectively both verbally and in writing with a wide range of clients, members of the community, health service staff and staff from other agencies.
- > Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
- > Proven excellent customer service skills.
- > Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
- > A high level of competency in the use of computers, word processing and office administration processes and procedures including medical records.
- > Sound word processing and data entry skills.
- > Ability to comply with the health service policy on confidentiality.

Experience

- > Experience in providing administrative and clerical support services.
- > Developing spreadsheets using the Microsoft Excel application

Knowledge

- > A general knowledge of Government Administrative Instructions and procedures and relevant legislation.
- > Knowledge of current Microsoft suite of programs
- > Knowledge of office and clerical procedures

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Certificate III in Business Administration
- > Certificate III in Recordkeeping

Personal Abilities/Aptitudes/Skills:

- > Proven organisational skills and an ability to cope with high volumes of work / enquiries and meet deadlines.
- > Ability to use time and task management skills to optimise the organisation and efficiency of the Administration Department.
- > A proven knowledge of administration processes and functions

Experience

- > Administration experience in a Health Service environment
- > Experience with the Client Management Engine program (CCCME)

Knowledge

- > Knowledge of customer service principles.

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 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:

Riverland Mallee Coorong Local Health Network aspires to be the best provider of rural and remote health services in Australia. RMCLHN, through the inspiration and hard work of its people, delivers high quality and innovative health services to improve health outcomes for country South Australians.

RMCLHN delivers a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. RMCLHN participates in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
 - > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
 - > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
 - > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
 - > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
 - > **Resourceful -** We are agile, adaptable and able to deal skillfully, creatively and promptly with new situations and challenges
 - > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities
 - > **Service -** We serve people and our communities courteously, fairly and effectively
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Integrity Statement

As a public sector employee, you have the 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.

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.

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 and RMCLHN's 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 RMCLHN as described within this document.

Name: _____

Signature: _____

Date: _____