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## SA Health Job Pack – Casual Pool

Job Title	Casual Administration Officer
Job Number	665082
Applications Closing Date	30 June 2019
Region / Division	Country Health SA Local Health Network
Health Service	Whyalla Community Health Service
Location	Whyalla
Classification	ASO1
Job Status	Casual
Remuneration is indicative only*	\$29055 - \$53033 + 25% casual 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](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

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Government of South Australia  
SA Health

# 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. Aboriginal and Torres Strait Islander applicants are encouraged to apply.

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.

The South Australian public sector promotes diversity and flexible ways of working including part-time. Applicants are encouraged to discuss the flexible working arrangements for this role.

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

<b>Role Title:</b>	Administration Officer
<b>Classification Code:</b>	ASO1
<b>LHN/ HN/ SAAS/ DHA:</b>	Country Health SA LHN
<b>Hospital/ Service/ Cluster</b>	Whyalla Hospital / Flinders & Upper North
<b>Division:</b>	Community Health
<b>Department/Section / Unit/ Ward:</b>	Administration Team
<b>Role reports to:</b>	Business Administration Team Leader
<b>Role Created/ Reviewed Date:</b>	05/11/2013 – Reviewed 02/05/2017
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

To provide efficient administrative, clerical and reception services for the Community Health Division under the direction of the relevant Team Leader, through the Administration Coordinator. The Administration Officer provides clerical support for a broad range of allied health professionals, visiting specialists and other health and medical staff.

### Direct Reports:

> Nil

### Key Relationships/ Interactions:

The Administrative Services Officer will communicate and liaise with clients from the private and public sector as well as all levels of departmental staff of the Whyalla Hospital & Health Service and contribute as a team member to the effective support of the Allied and Community Health Divisions. Providing administrative support services by prioritising workload, monitoring and actioning correspondence, receiving and directing phone calls and personal presentations, providing an information service for the public and answer all telephone queries, internal and external.

Communication with all levels of staff. Liaising with doctor's surgeries / external organisations via internal and external mail, phone, fax and email.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Adhering to stringent time frames and deadlines
- > Assist other support staff within the division reception and clerical duties where possible within the prioritisation of own workload and deadlines.
- > Working under limited supervision, applying initiative and using limited judgement through precedents, guidelines, procedures, regulations and instructions

**Delegations:**

- > Nil

**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:**

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:**

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN 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 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 (DCSI).
- > 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 working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>4.1 Provide an appropriate reception and clerical support service by:</b>	<ul style="list-style-type: none"> <li>▸ Receiving and directing telephone calls and personal presentations, including processing of referrals.</li> <li>▸ Delivering information/instructions in accordance with procedures provided.</li> <li>▸ Undertaking administrative tasks that support effective trafficking of staff, consumers and visitors.</li> <li>▸ Posting/distributing correspondence/patient information packs</li> <li>▸ General bookings including but not limited to meeting/consult rooms, equipment and resources, flights, and accommodation for divisional staff and visiting consultants</li> <li>▸ Maintaining filing systems/medical records filing, including creation of medical records.</li> <li>▸ Requesting, collection and return of medical records.</li> <li>▸ Copy-type or transcribe from audio-tape: minutes of meetings, agendas, completing template letters, memos, miscellaneous business correspondence e.g. workshop presentations.</li> </ul>
<b>4.2 Complete medical typing of reports, correspondence and discharge summaries etc by:</b>	<ul style="list-style-type: none"> <li>▸ Typing accurately whilst keeping up with workload</li> <li>▸ Take responsibility for presentation and accuracy of work, by using correct grammar and medical terminology.</li> </ul>
<b>4.3 Complete day-to-day tasks to ensure the effective operation of the office e.g.:</b>	<ul style="list-style-type: none"> <li>▸ Monitoring the condition of office equipment (photocopiers, printers, facsimile, telephones etc) this may involve trouble-shooting basic malfunctions, reporting the need for external repair/maintenance/upgrade work through the senior administrative officer or team leader.</li> <li>▸ Ensuring the office stationery is available by undertaking the task of processing the stationery order provided via the appropriate submission method.</li> <li>▸ Assist staff by relaying information on general administrative issues.</li> </ul>
<b>4.4 Copy-entry relevant data/information into data system, e.g. data systems used may include (but not limited to):</b>	<ul style="list-style-type: none"> <li>▸ Administrative spreadsheets/databases (Excel, Access).</li> <li>▸ Patient information systems, waiting list databases.</li> <li>▸ Patient bookings.</li> </ul>
<b>4.5 Participate in activities and complete tasks that contribute to the maintenance and attainment of quality accreditation (e.g. EQUiP) by:</b>	<ul style="list-style-type: none"> <li>▸ Attending and participating in relevant team meetings.</li> <li>▸ Contribute to relevant quality activities.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- Nil

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

- Ability to organise and prioritise own workload.
- Ability to work within a team, with a high standard of interpersonal and team work skills.
- Ability to use initiative
- Computer and word processor keyboard skills.
- Data base and data entry skills.
- High standard of written and verbal communication skills
- Ability to use discretion and maintain confidentiality

#### **Experience**

- Client and customer services experience

#### **Knowledge**

- An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards.
- Knowledge of administration practices and procedures, instructions, regulations and other requirements relating to general administration.

## **Knowledge, Skills and Experience**

### **DESIRABLE CHARACTERISTICS**

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

- Nil

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

- Nil

#### **Experience**

- Previous experience in a similar role working in a health related environment
- Experience in medical typing of reports, correspondence and other documents

#### **Knowledge**

- Knowledge of Quality Assurance principles.
- Knowledge of performance development principles and procedures.
- An understanding of government mechanisms and public sector administrative policies and procedures.
- Knowledge of Medical terminology



## 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 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:

## 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 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:**