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SA Health Job Pack

Job Title	Administration Officer Organisational Development
Eligibility	Open to Everyone
Job Number	801400
Applications Closing Date	24/7/2022
Region / Division	Barossa Hills Fleurieu Local Health Network
Health Service	Rural Support Service - Organisational Development Team
Location	location negotiable
Classification	ASO2
Job Status	Temporary Part-Time position working 22.5 hours per week up to 30/6/2023
Salary	\$56,145 - \$60,396 p.a. (pro-rata)

Contact Details

Full name	Sharon Patterson
Phone number	8580 4110
Email address	sharon.patterson@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 C (minimal patient contact)

- *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 C (minimal patient contact). [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	Administrative Officer
Classification Code	Administrative Services Officer Level 2 (ASO2)
Position Number	
Local Health Network	Barossa Hills Fleurieu Local Health Network Inc (BHFLHN)
Hospital / Service / Cluster / RSS	RSS
Department/Section / Unit/ Ward	People and Culture
Role reports to	Manager, Organisational Development
Role Created/ Reviewed Date	June 2022
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category C (Minimal patient contact) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is responsible to the Manager, Organisational Development for the provision of a quality, accessible administrative service and efficient administrative support function for members of the Organisational Development team. This is undertaken in the framework of established administrative practices and includes word processing, data entry, record maintenance to State Records Standards, information provision and accounts processing.

Direct Reports:

> Nil

Key Relationships/ Interactions:

- > Reports to the Manager, Organisational Development team.
- > Maintains cooperative and productive working relationships with all members of the clinical and multidisciplinary teams across the 6 regional LHN's.
- > Support and works collaboratively with the members of the Organisational Development team.
- > Participates as a member of the RSS Organisational Development team.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Be familiar with all aspects of administrative duties required to support
- > Prioritising of work and time management due to demands of the work environment
- > Effectively liaising with difficult clients and sensitive issues
- > Handling confidential and sensitive situations with tact and empathy
- > Using initiative and judgement when dealing with a broad range of clients

Delegations:

> Nil

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 Select Local Health Network from list 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)* 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 / Barossa Hills Fleurieu Local Health Network Inc. policies, procedures and standards.

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:

Barossa Hills Fleurieu Local Health Network Inc. welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace Barossa Hills Fleurieu Local Health Network Inc. 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 Worker 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.
- > NDIS Worker Screening Check 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.
- > The incumbent may be required to undertake further study to obtain a qualification which supports the needs of the health unit. Where further study is required, BHFLHN will provide support and assistance in accordance with provisions of the SA Health (Health Care Act) Human Resources Manual. Note, however, this Special Condition does not apply to existing BHFLHN employees with continuous employment with BHFLHN which commenced prior to 1 October 2016.
- > 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

Major Responsibilities
<ul style="list-style-type: none"> > Provide timely and effective responses to customer enquiries. > Provide accurate and timely word processing service, by prioritising work. > Maintaining appointment schedules for the OD Consultants > Receipting of incoming monies in the correct manner. > Ensuring that outgoing and incoming correspondence is recorded, distributed and filed appropriately. > Assist with the preparation and retrieval of education packages used previously by the OD Consultants. > Participating in the management of correspondence and filing system. > Maintenance of stationary stocks at satisfactory levels. > Participating in team and Committee meetings as required. > Undertake any other duties as instructed.
<ul style="list-style-type: none"> > Liaise with members of the OD consultants to support their work for the regional LHN's. > Participating in the management of correspondence and filing system. > Prioritising work, monitoring workflow and assisting the OD Consultants and the OD manager wherever possible. > Ensure compliance with the requirements of the State Records Adequate Records Management Standard with regard to the management of official records created and/or received in the course of business
<ul style="list-style-type: none"> > Assisting in the development and monitoring of departmental plans, activities, performance indicators and programs > Assisting in implementing and evaluating Organisational Development policies and procedures.
<ul style="list-style-type: none"> > Actively participating in the identification and resolution of Occupational Health Safety and Welfare and Injury Management issues to promote safe and healthy work practices. > Ensuring appropriate incident/hazard reporting, and WorkCover documentation is completed within the required timeframe. > Ensuring the South Australian Health Commission Code of Conduct for Employees is adhered to. > Ensuring a harmonious workplace free of unlawful discrimination, sexual harassment and bullying is maintained.
<ul style="list-style-type: none"> > attendance, as required, at training programs and exercises to develop the necessary skills required > participate in responses in the event of a disaster and/ or major incident

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

Highly developed and effective interpersonal and communication skills (both verbal and non-verbal)

- > Demonstrated ability to problem solve
- > Demonstrated ability to prioritise workload and perform functions with minimal supervision
- > Demonstrated ability to maintain confidentiality
- > Demonstrated ability to be positive and adapt to change
- > Demonstrated ability to be customer focussed and commitment to quality client services.
- > Demonstrated ability to work within a team environment.

Experience

- > Experience working with a range of customers
- > Experience in the maintenance of records.

Knowledge

- > Knowledge of appropriate customer service practices
- > Knowledge of the application of proprietary software such as Excel and Word.
- > Knowledge of codes of conduct, pertaining to the profession and SA Government employees.
- > Knowledge of Occupational Health and Safety principles and safe work practices.
- > Knowledge of Equal Opportunity principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Studies in:

- > Record management

Personal Abilities/Aptitudes/Skills:

- > Ability to contribute to the development of policies and procedures relating to administrative issues.

Experience

- > Some experience in developing solutions to basic IT problems.
- > Experience in data entry of information and statistics

Knowledge

- > Knowledge of Retention and Destruction Schedule and record function
- > Knowledge of clerical/administrative procedures within a health care setting

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 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.

Health Network/Division/Department:

Barossa Hills Fleurieu Local Health Network has an expenditure budget of around \$280 million and an employed workforce of over 2000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community based services.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Rural and Remote Mental Health Service at Glenside, Adelaide, provides services to the region with a team including psychiatrists, psychologists, social workers, occupational therapists and mental health nurses. There are also specialist youth mental health clinicians and access to specialist older persons mental health services.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a number of specialist clinical and corporate advisory functions focused on improving quality and safety.

Barossa Hills Fleurieu Local Health Network offers the following services:

- > Residential Aged Care Services
- > Acute inpatient care
- > 24 hour, seven day per week Accident & Emergency
- > Pre, Peri and Post Natal Maternity Services
- > Outpatient Services
- > Palliative Care (hospital and community based)
- > Diversional Activities
- > Allied Health Services
- > Mental Health Services
- > Residential and in home respite services
- > Community Health and Out of Hospital Services

The Barossa Hills Fleurieu Local Health Network is located within SA Health.

Values

BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of trust, respect, integrity, collaboration and kindness.
- > 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.

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.

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:

Date:

Signature: