



## ROLE DESCRIPTION

<b>Role Title:</b>	Clinical Support Officer/Medical Secretary
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (CALHN)
<b>Hospital/ Service/ Cluster</b>	RAH/QEH
<b>Division:</b>	Acute and Urgent Care
<b>Department/Section / Unit/ Ward:</b>	General Medicine
<b>Role reports to:</b>	Administrative Coordinator
<b>Role Created/ Reviewed Date:</b>	July 2023
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category:</b>	<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:

The Medical Secretary, Department of General Medicine is accountable to the Admin Coordinator, Acute and Urgent Care Program, for the provision of a confidential secretarial and administrative service in the Department of General Medicine. This entails using a teamwork approach, coordinating day-to-day workloads within the group, ensuring that all work is completed in a timely and accurate manner, handling more complex work tasks and problems, liaising with other hospital departments and staff to identify requirements/priorities and providing guidance and advice to less experienced staff in the group.

### Direct Reports:

Nil

### Key Relationships/ Interactions:

#### Internal

- Work closely with the Heads of Unit and Medical staff within General Medicine.
- Work within a multidisciplinary team, including nursing, allied health staff, other clinical support specialities and administrative staff.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- Managing multiple tasks effectively and in a timely manner.
- Working within a changing CALHN and SA Health working environment.
- Identifying, developing and implementing processes to improve administrative and service delivery.

### Delegations:

- Nil

### Special Conditions:

- 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 the 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 WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from 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. 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 Guidelines for Health Care Workers in South Australia Policy Directive.*
- *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).*
- *Information Privacy Principles Instruction.*
- *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.*
- 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 & 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.

**Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

**Resilience:**

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

**Integrity Statement:**

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of an effective, efficient and confidential secretarial and clerical support service to the Department by:</p>	<ul style="list-style-type: none"> <li>• Providing confidential secretarial support service to the Department including managing telephone enquiries, co-ordination of and scheduling meetings/appointments with patients, management and hospital staff, responding to enquiries and problem solving.</li> <li>• Maintain and support General Medicine &amp; Acute Medicine medical staffing rostering, by providing administrative and technical support in its development and management.</li> <li>• Typing/word processing from handwriting or dictation, general administrative and educational material, including but not limited to rosters, medico-legal reports, correspondence, research grant applications, lectures/tutorials, submissions, reports, protocols/proformas, minutes of meetings, ward handouts and other confidential data.</li> <li>• Communicating effectively with all levels of staff, patients and health professionals; offering assistance and support with enquiries.</li> <li>• Monitoring and prioritising workloads, evaluating office practices and procedures, making decisions and maintaining an organised office for the Department.</li> <li>• Providing a high standard of word processing skills, including the use of Sunrise, database software, and other related database software as required.</li> <li>• If required maintaining a diary for Senior Staff, including arranging appointments, arranging for AV equipment to be made available, to attend meetings as minute taker, preparing agendas, collating papers and distribution of such.</li> <li>• Collection, recording, forwarding to Shared services of timesheets for medical staff</li> <li>• Distributing of mail and ensuring timely mailing and faxing of correspondence.</li> <li>• Ensure patient medical records are maintained and movements correctly recorded on the hospital file tracking system.</li> <li>• Ordering office equipment and supplies by creating online requisitions using oracle, including receipting of goods, following up on outstanding orders and attend to processing invoices received through Basware.</li> <li>• Carrying out appropriate small projects and information gathering under general direction of the General Medicine HOU</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- Completions of appropriate Staff Development activities and other short courses, e.g. Medical Terminology computer skills courses.

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

- High standard of interpersonal and communication skills and the ability to work with a multidisciplinary team;
- Proven ability to work independently and be resourceful;
- Proven ability to work under pressure and to produce work of a high standard;
- Proven ability to assess, plan, implement and evaluate multiple workloads and prioritise to meet deadlines;
- Demonstrated ability to readily assimilate new information and procedures and react positively in implementing changes;
- Demonstrated ability to handle difficult situations with confidence;
- A commitment to providing excellent service to persons requiring assistance and with people from varied backgrounds;
- Proven ability to demonstrate team behaviours and participate in decision making;
- Demonstrated ability to lead a team of staff;
- Proven ability to problem solve, analyse information and initiate proposals and suggestions;
- Current (last 6 months) keyboarding speed and accuracy assessment (minimum) of 50-60 wpm.
- Good numeracy, spelling and grammar skills.
- Ability to audio-type.

#### **Experience**

- Experience with Microsoft Word and other products.
- Experience in using a wide range of office/resource equipment.
- Experience in carrying out a wide range of administrative duties.
- Experience in working in areas where confidentiality must be applied and maintained.

#### **Knowledge**

- Working knowledge of, and commitment to Equal Opportunity and Occupational Health Safety and welfare policies and Legislation.
- Knowledge of general administrative procedures.
- Basic knowledge of medical terminology.
- Knowledge of and commitment to customer service principles.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- The completion of tertiary education in a related field of study.
- Completion of or willingness to undertake relevant studies and/or courses.

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

- Ability to demonstrate leadership and apply leadership principles.
- Ability to use computerised information systems.
- Ability to audio-type.
- Ability to present information to small groups, conduct staff training sessions and staff meetings.

### **Experience**

- Experience working in a hospital environment and/or with hospital computerised systems.
- Previous supervisory experience.
- Previous experience in the development of office procedures.
- Relevant experience as a (stenographer/unit secretary/ward clerk/receptionist) in a health organisation.
- Experience in the use of Microsoft Excel, Word and Access
- Experience within the Government Sector

### **Knowledge**

- Proven knowledge of medical terminology
- Knowledge of Hospital policies and procedures





## Organisational Context

### Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Strategic 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.

### Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit [centraladelaide.health.sa.gov](http://centraladelaide.health.sa.gov)

## Values and Behaviours

### Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

#### Values

*People first*

#### Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

*Ideas driven*

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

*Future focussed*

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

*Community minded*

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

### 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:**