



## ROLE DESCRIPTION

<b>Role Title:</b>	Administrative Officer
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)
<b>Site/Directorate</b>	Outpatient Services Department
<b>Division:</b>	Outpatient Services Department
<b>Department/Section / Unit/ Ward:</b>	The Royal Adelaide Hospital & The Queen Elizabeth Hospital
<b>Role reports to:</b>	Administration Officer - Outpatient Support Services
<b>Role Created/ Reviewed Date:</b>	June 2017
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <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 type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

Outpatient Administrative Support staff are accountable to the Outpatient Coordinator, Outpatient Support Services for the provision of confidential frontline administrative support to Central Adelaide LHN Outpatient Support Services Department.

Outpatient Administrative Support staff are multi-skilled in all aspects of the Central Adelaide LHN Outpatient Support Services and will perform duties autonomously and undertake responsibilities for the delivery of administrative support to Central Adelaide LHN Outpatient Support Services.

### Key Relationships/ Interactions:

#### Internal

- Works in a team setting of Outpatient Coordinators and Outpatient Administrative Support staff and has a close collaborative working relationship with clinical staff and other patient information staff, ward staff, volunteers and other departmental staff within the hospital. Liaises with internal referring agencies.
- Participation in shared roster arrangements with other Outpatient Administrative Support positions.

#### External

- Interaction with patients, customers, clients, visitors, general public, other service providers.
- Central Adelaide staff, SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public, as required.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- Dealing with a diverse client base, both internal and external, within a dynamic and changing health sector environment.
- Working as a key team member to develop and establish innovative improvement strategies for Central Adelaide LHN Outpatient Support Services
- Using initiative and judgement when dealing with a broad range of clients and administrative tasks.
- Working towards achieving CALHNs strategy of Single Service Multiple Sites
- Contribute to creating a culture of continuous improvement

**Delegations:**

Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by the Departmental delegations and policies.

**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.
- Maintain confidentiality regarding any information regarding client/patient, personal staff information, human resource and financial information and information of strategic importance to SA Health and Central Adelaide LHN.
- 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.

Managers and staff are required to contribute to the safety and quality management system and continuous improvement by:

- participating in Strategic, Divisional and Team planning activities as required
- complying with standards of practice
- aiming to continuously improve the quality of work practices and services
- participating in the evaluation of work practices and services
- participating in the accreditation process as relevant to the position.

**Special Conditions:**

- May be required to work at any site within Central Adelaide LHN.
- Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to 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
<p>Provide a frontline administrative service and efficient computerised booking service for Outpatient Support Services</p>	<ul style="list-style-type: none"> <li>• Courteous and prompt handling of enquiries both face to face and over the phone</li> <li>• Receive and manage enquiries from a range of customers with ability to redirect enquiries and action as appropriate.</li> <li>• Complaints are documented and managed as per guidelines.</li> <li>• Enquiries are dealt with effectively and efficiently</li> <li>• Information requests and reports are prepared accurately, professionally and within agreed timeframes.</li> <li>• All patient bookings are facilitated and recorded accurately in a timely manner including clinic rescheduling and cancellations.</li> <li>• Appointment times for patients are appropriately negotiated with relevant departments of the hospital, the patients themselves and are accurate</li> <li>• Clinics are not overbooked.</li> <li>• Clinic lists are accurate and patient information is available for scheduled clinics.</li> <li>• Appointments are made in accordance with triaged urgency category.</li> <li>• Received patient referrals are managed in timely and appropriate manner and are managed in accordance with policy and procedures.</li> <li>• Ensure the accurate registration and maintenance of patient billing i.e. veteran/non Medicare patients into Central Adelaide Local Health Network information systems (Outpatients).</li> <li>• All billing performed is compliant with Medicare Regulations.</li> <li>• All waiting list/booking queues are accurate and reflect the actual number of patients waiting for appointment/consultation.</li> <li>• Accurate booking of required interpreter services and bookings of patient transport services as required</li> <li>• Clinical activity and audit monitoring, reporting and meeting KPI's for Outpatient Support Services occurs as defined</li> </ul>
<p>Provide general administrative duties</p>	<ul style="list-style-type: none"> <li>• Coordinate the attendance of other support staff / visitors e.g. Interpreters, Security</li> <li>• Provide a timely and accurate clinical word processing and audio typing service where required</li> <li>• Administration documentation associated with the clinical transcription service is completed in a timely and accurate manner</li> <li>• Written advice is promptly sent to patients to reschedule cancelled and/or did not attend appointments</li> <li>• Collection, maintenance, tracking and returning of case notes occurs as required, eg daily basis</li> </ul>
<p>Contribute to the provision of timely, accurate and efficient records management</p>	<ul style="list-style-type: none"> <li>• Liaise with Medical Records to maintain accurate patient records</li> <li>• Correspondence is coordinated and documented appropriately and is managed in accordance with the records management practices</li> <li>• Ensure the accurate registration and maintenance of patient demographics, including patient election status into Patient Administration System (PAS) information systems at each interaction with the patient.</li> <li>• Collect, maintain, track and return hard copy patient records in line with the relevant areas requirement</li> </ul>

## OFFICIAL

<p>Contribute to the provision of high quality customer service for both internal and external clients</p>	<ul style="list-style-type: none"> <li>• Provide timely responses to incoming telephone calls, faxes, emails, personal visitations and the distribution of information to respective areas</li> <li>• Maintain a client focused interaction when responding to customer services based enquiries</li> <li>• Ensure effective resolution of patient/client/consumer/stakeholder enquiries and issues or appropriately escalate complex issues to the Coordinator</li> <li>• Maintain open and regular communications with customers and service providers</li> <li>• Actively contribute to achieving Central Adelaide LHN Customer Service Standards</li> <li>• Screen, direct, answer telephone enquiries and take accurate messages</li> <li>• Interact with patients both face to face and by telephone regarding all aspects of the outpatient support service process.</li> </ul>
<p>Contribute to achieve a harmonious team environment</p>	<ul style="list-style-type: none"> <li>• Contribute to the achievement of department performance objectives and service standards</li> <li>• Provide active and constructive contribution to team meetings</li> <li>• Develop and maintain positive relationships demonstrated by respect for others, co-operation, assistance, tact and diplomacy</li> <li>• Provide on the job training to new staff members as required</li> <li>• Contribute to a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity, innovation and honesty.</li> <li>• Voices views and concerns in a constructive manner.</li> </ul>
<p>Contribute to continuous Improvement and professional standards</p>	<ul style="list-style-type: none"> <li>• Provide feedback which aims to improve the quality of work processes and individual work practices</li> <li>• Demonstrate understanding of, and compliance with, standards of practice, external legislation and CALHN policies and procedures that relate to this position</li> <li>• Actively participate in a culture that encourages staff to use initiative and to engage in effective teamwork and communication that results in the best use of resources</li> <li>• Actively role model professional behaviour and practices in the workplace</li> <li>• Actively participate in ongoing learning and continuous improvements plans and processes</li> <li>• Office systems and procedures are established, enhanced and maintained.</li> <li>• Participation in quality improvement and training and development activities.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- Nil

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

- Ability to communicate with all levels of staff and the general public, including people from diverse cultural backgrounds whilst maintaining confidentiality
- Demonstrated ability to work autonomously and prioritise own task to meet deadlines
- Proven written and verbal communication skills
- Ability to prioritise and produce a high volume of work efficiently and accurately
- Proven ability to work under pressure, using a high level of attention to detail to meet agreed time frames
- Ability to work independently, as part of a team and to function in and promote a multi-disciplinary team approach.
- Demonstrated ability to use judgement and respond to unusual circumstances in assisting with all enquiries whilst working under continuous pressure.
- Ability to readily assimilate new information and procedures and react positively in implementing change

#### **Experience**

- Experience in providing a high quality and confidential customer service
- Experience providing administration support, data entry and/or secretarial functions
- Experience in Microsoft Office applications
- Experience in providing a confidential frontline administrative support services
  
- Experience in dealing with a wide range of staff and organisations whilst ensuring the highest quality of service is provided.
- Demonstrated experience to set priorities, work to deadlines and perform all duties effectively with a high level of accuracy.
- Experience with audio-typing of medical reports and letters
- Typing speed approximately 50 words per minute

#### **Knowledge**

- Medical terminology
- Understanding and commitment to Equal Opportunity and Work Health & Safety policies and Legislation
- Understanding of customer service principles and general administrative practices and procedures

### **DESIRABLE CHARACTERISTICS**

#### **Knowledge:**

- Knowledge of hospital policies and procedures
- Knowledge of the overall roles of hospital departments

#### **Experience**

- Experience in using a wide range of office and resource equipment and carrying out a range of administrative duties and processes.
- Experience working in a hospital or health care sector environment
- Experience with hospital computerised PAS systems

## 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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to 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., Country Health SA 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 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.

### Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. 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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these

challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

## Values

### Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patients' needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

<b>Patient Centred:</b>	Our patients are the reason we are here and we will provide the best service to our patients and customers
<b>Team Work:</b>	We value each other and work as a team to provide the best care for our patients
<b>Respect:</b>	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
<b>Professionalism:</b>	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

### 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:**