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SA Health Job Pack

Job Title	Administration Support Officer - Staff Wellness and Assistance
Eligibility	Open to Everyone
Job Number	864162
Applications Closing Date	Thursday 4 July 2024
Region / Division	Staff Wellness and Assistance
Health Service	SA Ambulance Service
Location	EASTWOOD – 5063
Classification	ASO3
Job Status	Full Time / Ongoing
Salary	\$66,590.00 - \$70,968.00p.a.

Contact Details

Full name and title	Megan Walkley - Operations Team Leader, Staff Wellness and Assistance
Phone number	0447 918 577
Email address	megan.walkley@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 Screening - **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

It is a condition of this offer and your employment that you comply with the current immunisation guidelines for as outlined in the SA Health Policy [Addressing vaccine preventable disease: Occupational assessment, screening, and vaccination](#). Failure to achieve and maintain this standard may result in the withdrawal of this offer and or termination

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 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 <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

Role Title:	Administration Support Officer – Staff Wellness & Assistance
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHW:	SA Ambulance Service (SAAS)
Hospital/ Service/ Cluster:	N/A
Division:	Executive Operations Support
Department/Section / Unit/ Ward:	Staff Wellness and Assistance
Role reports to:	Operations Manager, Executive Operations Support
Role Created/ Reviewed Date:	Reviewed April 2024
Criminal and Relevant History Screening:	<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)
Immunisation Risk Category Requirements:	<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:

The Administration Support Officer – Staff Wellness & Assistance is responsible for a range of administrative and program support activities that contribute to successful Staff Wellness and Assistance program outcomes. These include:

- > Coordination of a range of statewide Staff Wellness and Assistance program activities, workshops and events. The programs are the Peer Support Program and SAASfit programs
- > Provision of an effective administration service which includes meetings management, establishing and maintaining efficient office operations and identification of improvement opportunities for key administrative processes
- > Support project objectives by utilising research and investigative skills
- > Analysis of business unit financial activities including budget analysis, finance reporting and reconciliations
- > Data collection, collation, analysis and the preparation of statistics for program and business unit reporting.

Direct Reports:

- > N/A

Key Relationships/ Interactions:

Internal

- > Operations Manager (OM) Executive Operations Support (EOS) – daily interaction to seek direction and provide administration support
- > Operations Team Leader (OTL) Staff Wellness – daily interaction to seek direction and provide administration support
- > Operations Team Leader (OTL) Executive Operations Support – daily interaction to seek direction and provide administration support
- > Exercise Physiologist – daily interaction to provide administration support
- > Business Coordinator EOS – regular interaction regarding team administration
- > Peer Support Officers (PSOs) – regular communication regarding program activities and reporting
- > Chaplain – communication as required to provide information and arrange training
- > Clinical Education – communication as required to arrange facilitators for training and for reporting purposes
- > Volunteers – communication as required to assist with reimbursement claims
- > Operational and Non Operational Staff – communication as required to assist with reimbursement claims and book SAASfit assessments

External

- > Contracted EAP Providers (Mental Health Professionals (MHP) – contact as required regarding training facilitation, recruitment and development availability and accounts payable queries
- > Shared Services – Accounts Payable – contact as required regarding staff reimbursement and accounts payable queries
- > Emergency Services Wellbeing Network (ESWN) – facilitate meeting and event management on behalf of SAAS when rostered to undertake administration support for the network
- > External services (i.e. facility management, caterers etc.) – contact as required regarding event / training management.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a high volume of program activities often with conflicting timeframes and priorities.
- > Dealing efficiently and effectively with challenging enquiries from stakeholders while also maintaining professional relationships and identifying appropriate pathways to escalate or refer work related queries/activities due to multifaceted nature of portfolio.

Delegations:

- > Levels/ limits of authority in relation to finance, human resources and administrative requirements as defined by SAAS delegations and policies.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Coordination of program activities, workshops and events</p>	<ul style="list-style-type: none"> > Responsible for identifying processes and timelines for event planning and management activities, adhering to budgetary limitations and compliance with organisational procurement policy in the planning and management of events. > Identifying, monitoring and responding to urgent and confidential enquiries ensuring resolution and responses that conform to government policies and standards and team objectives, using judgement to escalate as necessary. > Preparing data for briefings and reports tabled to executive and senior management regarding program activities. > Identifying suitable travel and accommodation options and arranging bookings for SW&A team members, PSOs, presenters (including MHPs) and Exercise Physiologist. > In liaison with the Operations Team Leader – Staff Wellness, liaise and negotiate with team members to ensure state-wide EAP coverage is maintained at all SAAS worksites 24/7, ensuring arrangements are communicated to the Emergency Operations Centre Administration Officers/Team Leaders and appropriate paging/phone facilities are allocated. > Coordinating trainers and resources for courses facilitated by SW&A. > Coordinate the activities of the SAASfit program, managing the assessment calendar, and assist the Exercise Physiologist to deliver a high quality, responsive fitness assessment and healthy living program. > Supporting PSO recruitment activities, liaising and negotiating with panel members, Workforce Services and applicants ensuring confidentiality is maintained throughout the process > Preparing and maintaining content for SW&A program intranet pages and fact sheets, ensuring information is accurate, current and easily accessible. > Drafting and modifying promotional materials for SW&A programs and compiling information as required by the OM, Executive Operations Support for inclusion in SAAS internal media. > Collaborate with key internal and external stakeholders to plan and implement events and activities pertaining to the SW&A business unit.
<p>Data management</p>	<ul style="list-style-type: none"> > Collecting, collating and analysing data from PSOs, MHPs, and other team members. > Maintenance and improvement of existing data management systems and processes to ensure accurate data capture and reporting. > Developing and implementing survey tools to facilitate collection of data to enable departmental reporting. > Preparing data for reports submitted to Executive and Senior Management. > Compiling and distributing quarterly statistical reports to WHS and other management committees. > Creation, maintenance and auditing of data bases for SW&A programs.

<p>Administrative and project support</p>	<ul style="list-style-type: none"> • Preparing monthly budget reports, investigating variances and recommending corrective actions. • Meeting management including booking venues, preparing agendas and papers, recording meaningful meeting minutes and tracking actions. • Liaising with project managers/officers, internal business units, agencies and service providers to obtain or provide information to meet project goals and keep stakeholders abreast of project status. • Participating as a project team member, utilising research and investigation skills to support project objectives and recommend solutions to meet expected outcomes. • Utilising sound written communication skills to prepare project status updates and other relevant project documentation. • Implementing and maintaining work instructions for role administration processes, capturing changed role requirements as necessary. • Assessing, recording and authorising reimbursements and invoices in accordance with appropriate staff entitlement policies, accounts payable guidelines and role delegation levels. • Responding to requests from staff members regarding Mental Health Professional services/referrals ensuring sensitive information requests and issues are dealt with in a highly confidential and professional manner. • Responding to requests from staff members regarding accessing the SAASfit program and distributing relevant materials. • When required, assist in coordinating the involvement of staff in events when supported by SAASfit. • Overseeing records management using the Objective system and complying with relevant legislation, government and departmental records management policy and procedures for all SW&A programs and activities. • Utilising administrative skills and knowledge to inform and/or implement processes and efficiencies to streamline and enhance business unit outcomes and initiatives.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Personal Abilities/Aptitudes/Skills:

- > Proficiency in the use Microsoft Office products including MS Teams
- > Ability to develop, maintain and utilise data driven spreadsheets, including formula application/formatting
- > Ability to analyse, collate and present statistical data for program reports and the application of this to recommendations
- > Possess high level proficient communication skills, both verbal and written
- > Ability to work independently, using initiative and informed decision making to meet objectives
- > Ability to balance high volumes of work with frequent imposed changes of priorities
- > Ability to undertake research and project related activities and responsibilities
- > Ability to use initiative to problem solve, thinking laterally and creatively to achieve effective solutions
- > Effective time management, planning and prioritisation skills, ensuring high quality work is presented and deadlines met
- > Ability to effectively relate to and empathise with staff and consumers, ensuring adherence to the maintenance of strict confidentiality.

Experience:

- > Providing a confidential and professional administrative support service to senior staff with efficiency and accuracy including minute taking, preparing agendas and other relevant material and attending to relevant action items
- > Effectively administering, promoting and monitoring programs
- > Project administration and support
- > Establishing and maintaining effective office systems and procedures
- > Providing clerical, financial and administration support services
- > Experience in coordinating events and promotional activities

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications:**

- > Qualification in Business Administration or Office Management

Experience:

- > Communication and negotiation skills, dealing with a wide variety of internal and external stakeholders
- > A similar role within government or emergency services environment

Knowledge:

- > Global Rostering System, Objective, Procure to Pay (Oracle and Basware) and Whispir systems or similar
- > Employee Assistance Programs
- > Corporate health and fitness trends and resources.
- > Organisational awareness and/or experience in an ambulance service.

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 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 for Health Care Workers in South Australia Policy Directive (Aug 2017)*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012 (SA)*.
- > *Information Privacy Principles Instruction*.
- > 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 and 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.

Resilience:

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

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 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., 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.

SA Ambulance Service:

SA AMBULANCE SERVICE VISION

An innovative, patient focussed, technology enabled, evidence driven, emergency response and health care ambulance service; achieved by exceptional people.

PURPOSE

To ensure South Australia thrives by enabling access to emergency and non-emergency ambulance health care and alternative patient pathways while contributing to our State's emergency preparedness and health response capability.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect patient focused, integrity and honesty, community collaboration, teamwork, respect and courtesy, change ready and authentic leadership. These values drive how we conduct our business and how we behave. We aim to uphold our values every day and recruit to those values. We will ensure we have a culture that is **Respectful, Inclusive, Supportive and Equitable (RISE)**.

Australia has one of the most culturally and ethnically diverse populations in the world. Having bi-lingual and bi-cultural employees can enhance the department's ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

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.

SA Ambulance Service Values



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 sector 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.

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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V8	12/02/2020	07/01/2021	Updated the Paramedic Registration clause in the essential minimum requirements
V9	07/01/2021	02/02/2021	Added integrity statement within the Code of Ethics
V10	02/02/2021	27/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	28/03/2024	Current	Updated SAAS values