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SA Health Job Pack – Casual Pool

Job Title	Administration Officer
Eligibility	Open to Everyone
Job Number	826790
Applications Closing Date	25 April 2024
Region / Division	Flinders and Upper North Local Health Network
Health Service	Whyalla Hospital and Health Service
Location	Whyalla
Classification	ASO2
Job Status	Casual
Salary	\$29.13 - \$31.34 per hour + 25% casual loading

Contact Details

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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 B (indirect contact with blood or body substances)

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 B (indirect contact with blood or body substances). [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:	Administration Officer
Classification Code:	ASO2
LHN:	Flinders and Upper North Local Health Network (FUNLHN)
Location:	Whyalla Hospital and Health Services
Directorate:	Corporate Services
Department:	Patient Services
Role reports to:	Manager Patient Services
Role Created/ Reviewed Date:	5 th November 2013
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Working With Children Check (WWCC) (DHS) <input type="checkbox"/> NDIS (NDIS) Worker Screening Check (DHS) <input checked="" type="checkbox"/> Unsupervised contact with vulnerable groups (NPC)
Immunisation Risk Category:	<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:

Provision of an efficient, effective and high-quality administrative service in the Patient Services Department including Visiting Specialists. Providing an effective medical records service and providing assistance in the switchboard area. Provision of internal and external communications for the entire hospital, monitoring of various alarms and emergency procedures. Use of paging and public address systems. Registration of inpatients, outpatients and day patients, elective and emergency.

Direct Reports:

The Administrative Services Officer reports to and is accountable to the Manager Environmental & Business Manager via the Manager Patient Services.

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 Patient Services Department.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working shift work on 24hr day 7 day roster.
- > Working autonomously on particular shifts
- > Dealing with patients and clients that are at times in distress.

Delegations:

- > No financial Delegation

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:

FUNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. FUNLHN 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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > 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 unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > Risk-Assessed roles under the National Disability Insurance Scheme (NDIS) (Practice Standards – Worker Screening) Rules 2018 must obtain a satisfactory NDIS Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS screenings 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.
- > 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

Provide high level of administration functions	<ul style="list-style-type: none"> > Providing a comprehensive administrative support services by prioritising workload, entering relevant data/information into a data system, e.g. data systems used may include (but not limited to): > Administrative spread sheets/databases (Excel, Access). Ensuring information entered is up to date and correct. Maintaining spread sheets relating to patient property, x-rays and case notes. > Ensure all clerical work performed in relation to number of patients in hospital, patient funding and location of patients is up to date and correct, utilising Chiron and relevant databases (i.e. Excel) for updating patient numbers.
Provide high level of communication skills	<ul style="list-style-type: none"> > Communication with all levels of staff. Liaising with doctor's surgeries / external organisations via internal and external mail, phone, fax and email.
Prioritising workloads and ability to work autonomously	<ul style="list-style-type: none"> > Ability to work both unsupervised and within a team environment. > Demonstrated good time management skills. > Demonstrated ability to use initiative and/or judgement

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Ability to communicate effectively both verbally and in writing at all levels, both within and external to the organisation and establish effective working relationship.

Proven high level of interpersonal skills and demonstrated commitment to the provision of customer service excellence.

Demonstrated high level of organisational skills.

Proven ability to work independently, sustain high level performance, work with accuracy and meet deadlines.

Educational/Vocational Qualifications

Nil required

Personal Abilities/Aptitudes/Skills:

Demonstrated ability to provide excellent customer service skills

Effective interpersonal skills and ability to relate well to all people including professional staff and the general public.

Ability to work both unsupervised and within a team environment.

Demonstrated ability to read, write and understand English.

Sound understanding and clear ability to maintain discretion and confidentiality.

Demonstrated good time management skills.

Demonstrated ability to use initiative and/or judgement

Ability to cope working in stressful situations.

Experience

Demonstrated experience in the provision of a clerical/administrative support service, including the maintenance of records and systems.

Demonstrated experience in office procedures and office equipment (ie: photocopier, printers, facsimile, etc)

Demonstrated experience in the use of computer-based resources (ie: Microsoft Office, email, Excel, data entry)

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.

Sound knowledge and commitment to customer service principles.

Sound knowledge and understanding of the principles of confidentiality.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

Nil

Personal Abilities/Aptitudes/Skills:

Operating of PABX switchboard.

Experience

Previous Switchboard experience.

Previous experience in a health setting.

Demonstrated ability in medical typing

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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern 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:

The Patient Services department provides a multifunctional operation to the Whyalla Hospital by providing a Medical Record, Switchboard, Alarm monitoring and Clinical Coding service by which the hospital can provide a high quality hospital care.

Partnering with Consumers

The Flinders and Upper North Local Health Network is committed to involving consumers, communities and carers in the planning, design and evaluation of our health services. We do this through (but not limited to) Flinders and Upper North Local Health Network Board Consumer and Community Engagement Committee, Health Advisory Councils, Community Network Register and with consumer representation on operational committees. Furthermore, advocacy and advice is sought as appropriate from specialist support group Experts by Experience and representatives for mental health, aged care, child and youth care, disability and other groups.

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.

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:

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: