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SA Health Job Pack

Job Title	Administration Officer - Casual Pool
Job Number	665675
Applications Closing Date	13/9/19
Region / Division	Central Adelaide Local Health Network
Health Service	Mental Health Services
Location	Various locations
Classification	ASO-2
Job Status	Casual
Salary	\$26.74 / \$28.88 per hour plus 25% leave loading

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 Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Child Related Employment Screening - **DCSI**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening - **NPC**
- ☒ 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.

Contact Details

Full name	Michelle Howard
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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 <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:	Administrative Services Officer Casual on Call		
Classification Code:	ASO2	Position Number	M47895
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Mental Health Directorate		
Division:			
Department/Section / Unit/ Ward:			
Role reports to:	Administration Services Coordinator		
Role Created/ Reviewed Date:			
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		

ROLE CONTEXT

Primary Objective(s) of role:
The Administration Officer is accountable to the Administration Services Coordinator to assist in the provision of an effective and efficient administrative support team to service all multidisciplinary terms within the Mental Health Directorate.

Direct Reports:
<ul style="list-style-type: none">The Administrative Officer reports to the Administrative Services Coordinator.The Administrative Officer will liaise with staff across the Adelaide Metro Mental Health Directorate.The Administrative Officer will communicate with persons in various disciplines and levels of seniority within Mental Health Directorate and across external organisations as required.

Delegations:
Delegated Level N/A
Staff supervised: N/A Direct Indirect

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 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 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- 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.

Special Conditions:

- Will be required to provide administrative relief work across the Mental Health Directorate as required
- Job and Person Specifications are reviewed regularly as part of the ongoing Performance Management process.
- May be required to work within other locations of the Central Adelaide LHN.
- Support values consistent with the aims of SA Health and the LHN, including honesty, respect and integrity.
- May be required to undertake a health assessment prior to commencement.
- Appointment may be subject to a satisfactory Criminal History Report.
- Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers.
- May be required to work additional hours at short notice as required
- Driver's license required

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide high level administrative services to achieve operational objectives by:	<ul style="list-style-type: none">• Providing a confidential first point of contact for users of the service and reception service by answering and screening calls and attending to presentations at the counter• Maintaining a compassionate and effective manner in dealing with consumers of the service• Use of the Client Cased Information System (CBIS) database ensuring confidentiality and the timely management of the data including registrations and discharges

	<ul style="list-style-type: none"> • Maintaining electronic filing systems • Determining/co-ordering work priorities, monitoring deadlines and time frames. • Contributing to the development of efficient and improved work practices through providing feedback and improving specific support procedures and processes including, technology, file management and correspondence • Assist with orientations of multidisciplinary staff to the site relating to administrative practice • Being responsible for the raining of casual and relief administrative staff as required • Being responsible for the bookings of taxis for clients both into and out of the centre • Ensure efficient distribution of internal and external mail • Provide photocopying and facsimile services • Assist in the regular monitoring of Fleet Vehicle log sheets as required • Maintain adequate stacks of stationery for day to day operations • Maybe required to manage Petty Cash requirements for the whole of site under the Supervisions of the Administration Services Coordinator, including reconciliation, forwarding of receipts for reimbursement and arranging collection once processed. • Contribute to various project works as required • Use of EPAS • Cover of Ward Clerk roles for Annual Leave cover
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Experience

- Experienced in the use of the CBIS system
- Experienced in the use of Q Master telephony system
- Experience in a community health setting or similar environment dealing with consumers and their families in a setting which may be stressful.
- Proven customer service experience
- Experience in the provision of a range of administrative support functions.
- Experience working in a high pressure environment with minimal supervision.
- Proven experience using initiative in order to prioritise and meet deadlines.
- Data entry experience

Knowledge

- Understanding of Occupational Health, Safety & Welfare principles and procedures.
- An understanding of general office procedures and standards.
- A working knowledge of the Microsoft Office software package
- Knowledge of medical terminology
- Principles of Confidentiality and Code of Conduct

Personal Abilities / Aptitude

- High level of proficiency in keyboard and computing skills including Dictaphone typing
- Ability to managing high volume of incoming calls to telephone switchboard (QMaster)
- Should be self-motivated and have the ability to work with limited supervision within a team pressure
- Demonstrated ability to priorities tasks and to meet deadlines
- Ability to deal discreetly, tactfully and compassionately with distressed clients in sensitive situations
- Experience working in a busy reception environment
- Ability to communicate effectively
- Ability and willingness to work constructively in a team and encourage a positive team environment
- Proven commitment to the principles and practise of EEO, Ethical Conduct, diversity and OHS&W; Quality management and client oriented services; Risk Management

Education/Vocational Qualifications

- Advanced user of Community Based Information System (CBIS)
- Advanced user of Microsoft Office Suite
- Prior experience working in a Mental Health Service
- Experience in the use of a busy telephone systems

DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills

- Positive attitude and with an empathetic nature
- Ability to work in a mental health service environment where the occurrence of unsettling client events is likely
- Ability to work autonomously and equally successfully in a team environment

Experience

- Experience in the use of QMaster telephone system
- Ability to share information with fellow team members in a timely manner
- Experience working in a mental health or similar environment
- Experience in accessing electronic data transfer via email
- Experience in call centre environment

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 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:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services.

Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Rehabilitation Hospital [SMRH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, BreastScreen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

Health Network/ Division/ Department:

Central Adelaide Local Health Network (CALHN) is an incorporated hospital under the Health Care Act 2008.

The South Australian Minister for Health and Ageing has, by notice in the Gazette, established the Central Adelaide Local Health Network Health Advisory Council Inc (the 'Governing Council') as an incorporated health advisory council, pursuant to section 15 of the Health Care Act 2008 (the 'Act').

The Governing Council is established, in relation to the Minister and the Central Adelaide Local Health Network Incorporated, as a hospital incorporated under section 29 of the Act. The Minister has appointed the presiding and governing members until 30 June 2014 for the Central Adelaide Local Health Network.

CALHN provides a wide range of public acute care services (through Royal Adelaide Hospital, The Queen Elizabeth Hospital, Hampstead Rehabilitation Centre and St Margaret's Rehabilitation Hospital), sub-acute and primary health care services and some state-wide services (SA Dental Service, Breast Screen South Australia, Donate Life SA and Prison Health).

CALHN is responsible for some administrative aspects of Adelaide Metropolitan Mental Health Services, SA Pathology, SA Pharmacy and SA Imaging. These services are responsible for their own governance frameworks and structures through the Group Executive Director, State-wide Clinical Support Services and the Director, Adelaide Metropolitan Mental Health.

The level and nature of all these services provided by CALHN is based on government priorities, clinical need and service demand.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's 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.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	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
Professionalism:	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: