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SA Health Job Pack

Job Title	Customer Services Pool - Multiple Vacancies
Eligibility	Open to Everyone
Job Number	835290
Applications Closing Date	Wednesday 12 July 2023
Region / Division	Operations (Metropolitan)
Health Service	South Australian Ambulance Service (SAAS)
Location	5063 - EASTWOOD
Classification	ASO2 - Administration Services Officer
Job Status	Full time / Term Contract (Up to 24 months)
Salary	\$56,987.00 - \$61,301.00 pa

Contact Details

Full name and title	Carmela Paravia – Customer Service Centre Manager
Phone number	8274 5306
Email address	carmela.paravia@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). [Health care worker immunisation and screening 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.
- ✍ **PIV – Performance Integrity Validation**

* 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:	Customer Service Representative
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHW:	SAAS
Hospital/ Service/ Cluster:	SA Ambulance Service
Division:	Business Services
Department/Section / Unit/ Ward:	Customer Service Centre
Role reports to:	Customer Service Centre Manager
Role Created/ Reviewed Date:	November 2021
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input 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:

As the Customer Service Representative, you will work as part of a team providing the first point of contact both over the phone and face to face responding to all general enquiries relating to SA Ambulance Service (SAAS) services and products. In this role you will be responsible for delivering a high standard of customer service answering inbound calls and making outbound calls relating to customer enquiries/complaints, sales, service & processing of confidential client records including payments relating to all SAAS transports and products. As part of this role you will receive training to proactively to promote Ambulance products and Ambulance Cover.

Key Relationships/ Interactions:

This position reports to the Customer Service Centre Manager.

Internal

- > Revenue Clerks
- > Team Leader Customer Service Centre
- > Customer Services Centre Manager
- > Billing and Collections Manager
- > Manager Business Services
- > Finance
- > Other SAAS staff members – Operational and Emergency Operations Centre (EOC)

External

- > Members of the public
- > Community Service providers
- > SA and/or interstate Government Agencies i.e., Shared Services SA (SSSA)

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Fast paced work environment particularly in periods of peak customer call volume,
- > requirement for a high level of personal resilience and problem-solving ability whilst remaining calm and solution focussed,
- > flexibility to adapt to changes in systems and technology.

Delegations:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Customer Liaison and support	<p>Achieved by the following activities:</p> <ul style="list-style-type: none"> > Provide exceptional customer service support as part of the Customer Service Centre team by meeting established KPI's set within the Customer Service Centre > Ensure that all customers receive the most current and accurate information regarding their needs and Ambulance products and services. > Ensure all customer concerns & queries are resolved promptly, competently, and professionally without the need to escalate where possible. > Answer queries from internal and external customers regarding Ambulance Products and services. > Keep abreast of all current activities, initiatives, products and services provided by SAAS by participating in team meetings and maintaining information on what is available to share with the customers > Participate in coaching and mentoring and respond to areas requiring development to improve customer service outcomes > Ensure the accurate and timely processing of all payments relating to membership and transport accounts > May be required to work on our face-to-face Reception desk on an ad-hoc basis to assist Customers, Staff & Visitors of SAAS.
Complaints Management	<p>Ensure that SAAS maintains its high level of customer satisfaction and trust by consumers by:</p> <ul style="list-style-type: none"> > Ensuring all initial calls are handled (where possible) without the need to escalate and follow-up occurs where required > Ensure that any complaint, feedback or issue is recorded on SAAS Safety Learning System in a timely and appropriate manner
Products and Service	<p>Ensure that SAAS products purchased customers are meeting their needs</p>

OFFICIAL

	<p>and requirements by:</p> <ul style="list-style-type: none">> Promote the sale and benefits of the SAAS Ambulance Cover Product.> Archive all reports and correspondence in accordance with Records and Privacy policy> Accurately process payments and update information relating to memberships and transport accounts
Data entry and Administration	<p>Ensure that all records relating to customer transactions and service delivery are accurately maintained by:</p> <ul style="list-style-type: none">> Ensuring all data entry is accurate, and discrepancies identified are raised with the Manager and/or team leaders> Ensuring clear and concise notes are added in relation to all accessed memberships and transport accounts.> Ensure records management procedures are followed including maintaining confidential and appropriate storage and destruction of documents.> Ensuring all accounts are generated in accordance with the Terms and Conditions of Ambulance Cover and Revenue policies and procedures.> Ensuring the accurate and timely processing of correspondence, invoicing, payments, credit notes and cancellations> Ensuring all incoming mail and emails are processed in accordance with the Terms and Conditions of Ambulance Cover
Teamwork	<p>As a team member, contribute to the attainment of department performance objectives and service values by:</p> <ul style="list-style-type: none">> Fostering and maintain working relationships with team members, counterparts in other business units and internal/external stakeholders.> Providing active and constructive contribution to team meetings and participate in team development activities> Comply with workplace behaviour standards and industrial legislation obligations.> Participate in team rotation.> Work independently and in a team environment in a spirit of co-operation.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications: Nil

Personal Abilities/Aptitudes/Skills:

- > Good organisational skills, ability to cope with pressure and meet deadlines with a high level of resilience
- > Maintain a professional relationship with customers at all times and balance the needs of the customer whilst adhering to the privacy legislation, policies, protocols, and instructions
- > Ability to put the client/customer first and work confidently with people at all levels to achieve good client outcomes
- > Ability to effectively engage and build trust with people from diverse backgrounds and vulnerabilities through open and transparent communications (verbally and in writing)
- > Ability to demonstrate integrity, resilience, honesty, professionalism, and confidentiality in all dealings.

Experience:

- > Experience in working in a customer service environment requiring high levels of customer contact both over the phone and in person
- > Experience in the use of computing software (specifically the Microsoft range of products) and database management systems

Knowledge:

- > Demonstrated knowledge and application of the principles of confidentiality
- > Knowledge and application of sales and customer service principles

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to work under pressure, use initiative, and display good organisational skills to achieve high quality outputs within agreed timeframes

Experience:

- > Experience in call centre operations
- > Experience in working in a multi-disciplinary team to achieve good client/customer outcomes
- > Experience in working in an environment requiring a high level of accuracy and attention to detail.

Knowledge:

- > Knowledge of SAAS and/or emergency services operations, services and products

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

At the forefront of care for South Australians

PURPOSE

To save lives, reduce suffering and enhance quality of life through the provision of accessible and responsive quality patient care.

Underpinning the SA Ambulance Service (SAAS) Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values "live". It is important that we incorporate the values into our behaviour systems and processes.

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

P	Patient First	We will put our patients and the care we provide to them first in everything we do
A	Accountability and responsibility	We will be accountable and responsible for our actions and those of others
T	Transparent and open communication	We will communicate openly and transparently with each other and all our stakeholders
I	Integrity and honesty	We will at all times act with integrity and be honest
E	Empowered leadership	We will empower our leaders to deliver high quality services
N	No harm	We will continue to enhance our no harm learning culture where we learn from our mistakes
T	Team work	We will work as a team across SAAS, SA Health and with our partners
F	Flexible and responsive	We will be flexible and responsive to the needs of our patients, staff and stakeholders
I	Innovative and research driven	We will be innovative using research and best practice to drive the services we provide
R	Respect and courtesy	We will act with respect and courtesy towards our patients, each other and all those we work with
S	Safe and high quality	We will offer safe and high quality services to all our patients
T	Trust and confidence	We will act in ways that builds and maintains trust and confidence in our service and in each other

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	02/06/2023	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	02/06/2023	Current	Updated wording to remove Call Direct as a key component