



ROLE DESCRIPTION

Role Title:	Administration Officer, Reception Support	
Classification Code:	ASO2	Position No: M47109
LHN/ HN/ SAAS/ DHA:	Statewide Clinical Support Services (SCSS), CALHN, SA Health	
Hospital/ Service/ Cluster	Statewide Clinical Support Services	
Division:	BreastScreen SA	
Department/Section / Unit/ Ward:	Administration Support	
Role reports to:	Team Leader, Reception Support	
Role Created/ Reviewed Date:	July 2022	
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:	<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:

BreastScreen SA (BSSA) is within the Central Adelaide Local Health Network (CALHN) and is the South Australian component of the national breast cancer screening program, BreastScreen Australia. BSSA aims to reduce mortality and morbidity attributed to breast cancer, in women primarily aged 50 to 74.

The Administration Officer, Reception Support is responsible for:

- > Providing data entry and reception services to any of the BreastScreen SA screening clinics and metro mobile screening unit whilst ensuring clients are attended to efficiently and with sensitivity, privacy and tact
- > Using IT systems to provide timely and accurate processing of data entry services within agreed service standards whilst maintaining confidentiality at all times
- > Working collaboratively with Radiographer staff to provide an effective and professional customer service
- > Assisting with customer inquiries and complaints, resolving issues and escalating to the Team Leader where necessary
- > Assisting with Quality Assurance monitoring and reporting

Key Relationships/ Interactions:

Internal

- > Reports to the Team Leader, Reception Support
- > Accountable to the Coordinator through the Team Leader, Reception Support
- > Provides support to other Administration Support members, participates in team meetings
- > Liaises with all other staff, clients, and service providers

External

- > Establishes working relations and interacts with Department of Health and other government and non-government stakeholders.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Administration support	<ul style="list-style-type: none">> Providing data entry and reception services to any of the BreastScreen SA screening clinics and metro mobile screening unit whilst ensuring clients are attended to efficiently and with sensitivity, privacy and confidentiality> Multiskilling throughout the Reception, Data Entry and Quality Assurance areas, specialising in all roles and tasks and providing advice on administration practices and processes to personnel within the work environment> Using an electronic client information system to maintain accurate client records, including appointments, attendance and socio-geographic information, within established processes in an efficient and effective manner> Taking responsibility for the efficient and timely processing of associated paperwork and client data> Taking responsibility for actively participating in calling out clients to ensure all available appointments are utilised> Maintaining administrative systems for clinics, including but not limited to stock ordering and the collection of mail from Post Boxes where required> Acting as a mentor and assisting the Team Leader, Reception Support with training of staff following established processes and work instructions> Maintaining suitable quality standards, participating in audits and other QA activities, and ensuring processes for quality control are adhered to at all times> Assisting with security activities in accordance with established processes and work instructions> Participating in the review and maintenance of Reception Support, processes and work instructions> Liaise with appropriate BSSA leadership team to contribute to the effective daily operations as required
Teamwork	<ul style="list-style-type: none">> Contributing to building and maintaining supportive relationships and working collaboratively with all staff> Working together in partnership with other team members to achieve common goals> Contributing to the sharing of knowledge, learned skills and methods with others and assists with the training of new staff in accordance with established processes and work instructions> Taking ownership of team issues and goals> Views and concerns are expressed in a constructive manner.> Undertaking general administrative duties as required to meet service

	<p>needs, which includes providing assistance to other areas experiencing staff shortages</p> <ul style="list-style-type: none"> > Contributing to the efficiency of the team by ensuring personal paperwork (timesheets, leave forms etc) are completed correctly and submitted to Team Leader by the due date.
Communication and Interpersonal relationships	<ul style="list-style-type: none"> > Displaying respectful behaviour to clients and colleagues in accordance with the Respectful Behaviour Policy > Actively participating in team meetings and working groups as necessary > Demonstrate a commitment to consistently behave in accordance with BreastScreen SA workplace values, policies and processes > Contributing to building and maintaining an atmosphere that is conducive to productivity and enhances morale
Customer Focus	<ul style="list-style-type: none"> > Demonstrating effective problem-solving skills to provide a flexible service that meets the needs of the clients > A positive approach and commitment to customer service is role modelled > Demonstrating empathy and understanding of clients from diverse, cultural, ethnic, and social backgrounds > Satisfying customer inquiries and resolving issues within set BreastScreen SA/SA Health guidelines and, escalating up to Team Leader as required > Using the Safety Learning System to log incidents, compliments, and complaints

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Experience in the provision of administration support in a client focussed organisation
- > Proven ability to use guidelines and processes to plan and prioritise tasks according to agreed timeframes and deadlines
- > Proven ability to work under pressure and display a high level of attention to detail
- > Proven ability to work effectively as a member of a multi-disciplinary team
- > Ability to communicate effectively both verbally and in writing with a broad range of clients and stakeholders
- > Proven computer skills, including accurate typing proficiency, using a variety of computer applications

Experience

- > Experience in the provision of high quality and confidential administration support, in a client focussed organisation
- > Operating with some autonomy, under the general direction of the Team Leader, using some initiative and judgement to resolve issues based on established precedents

Knowledge

- > Understanding of customer service principles and general administration practices and procedures
- > Understanding of confidentiality and information security policies and procedures

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications**

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Experience operating a computerised patient administration system

Experience

- > Experience in a human or health care environment

Knowledge

- > Experience Knowledge of medical terminology
- > Knowledge of the Australian Charter of Healthcare Rights

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 the 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.
- > Some out of hours work may be required
- > Some intra and interstate travel may be required
- > Must have a current and valid driver's licence
- > Must be prepared to work at any BreastScreen SA location when required
- > Local operations may require that employees may need to take most of their recreation leave during December and January
- > Departmental rosters operate between the hours of 8.00am and 6.00pm
- > Appointees may need to be flexible with work arrangements including consideration of work from home, arrangements based on operational need
- > Appointees may be temporarily reassigned to other positions classified at the ASO2 level within the unit where the Program Director determines that reassignment is necessary for the performance of urgent work, for training or development; and/or to provide wider work experience

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*.
- > 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 & 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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.

Health Network/ Division/ Department:

BreastScreen SA (BSSA) is part of Statewide Clinical Support Services within the Central Adelaide Local Health Network (CALHN) and is the South Australian component of the national breast cancer screening program, BreastScreen Australia. BSSA aims to reduce mortality and morbidity attributed to breast cancer, in women primarily aged 50 to 74.

Values

Statewide Clinical Support Services Values

Within SCSS our people are at the heart of what we do. We are committed to building a strong, vibrant culture and place to work, and to providing high-quality care to our patients and consumers that demonstrates our values in action. Our five core values are Integrity, Compassion, Accountability, Respect and Excellence (ICARE):

Integrity:	We are honest, consistent and act fairly. We make evidence-based decisions that are in the best interests of the South Australian community.
Compassion:	Patients and consumers are front of mind in everything we do, and we approach care for others with empathy and kindness. We provide an environment that is safe and caring and we will support each other at all times.
Accountability:	We take ownership of our responsibilities and actions. We own our mistakes and take proactive measures to find effective solutions. We demonstrate our values in our actions and behaviours

- Respect:** We foster a culture that is respectful of our consumers, patients and each other. We value diversity and everyone's input and demonstrate trust in each other.
- Excellence:** We complete and promote work of the highest standard. We challenge the normal way of doing things to ensure continuous improvement and we seek consumer input to represent the diversity of our community.

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.

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.

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: Niamh Wade

Role Title: Program Director

Signature: 

Date: 29/8/2023

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:

Version control and change history

Version	Date from	Date to	Amendment
V1	2/3/2020		Original version archived. Updated to conform with SA Health template.
V2	14/2/2022		Updated legal entities to include new regional LHN's. Update Risk Management Statement Inclusion of integrity statement under Code of Ethics on Page 6
V3	17/5/2023		Consultative review, (July 2022) updated to reflect current role requirements and restructure changes to reporting lines. Updated Values & LHN as per CALHN directive