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SA Health Job Pack

| | |
|----------------------------------|---|
| Job Title | Administration Officer – Casual – Crystal Brook |
| Eligibility | Open to Everyone |
| Job Number | 858142 |
| Applications Closing Date | 15 March 2025 |
| Region / Division | Yorke and Northern Local Health Network |
| Health Service | Crystal Brook Hospital |
| Location | Crystal Brook |
| Classification | ASO2 |
| Job Status | Casual up to 15 March 2025 |
| Salary | \$29.57 - \$31.81 per hour + 25% casual loading |

Contact Details

| | |
|----------------------|--|
| Full name | Tess Noonan |
| Position | EO / DON Crystal Brook & Port Broughton |
| Phone number | 0419 835 811 |
| Email address | tess.noonan@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 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 |
| Position Number | P21376 |
| Local Health Network | Yorke and Northern Local Health Network Inc. |
| Hospital / Service / Cluster / RSS | Crystal Brook Hospital |
| Department/Section / Unit/ Ward | Administration |
| Role reports to | Executive Officer/Director of Nursing & Midwifery |
| Role Created/ Reviewed Date | November 2021 |
| Criminal History Clearance Requirements | <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements |
| Immunisation Risk Category | Category B (Indirect contact with blood or body substances) Please click here for further information on these requirements |

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Officer is accountable to the Executive Officer/Director of Nursing & Midwifery for the provision of a high level of administration support service which contributes to the effective and efficient management of the Administration department of Southern Flinders Health – Crystal Brook.

Key Relationships/ Interactions:

Internal

- > Reports to the Executive Officer/Director of Nursing & Midwifery
- > Maintains cooperative and productive working relationships with all members of the health care team

External

- > Maintains excellent customer service to all customers
- > Maintains cooperative and productive working relationships with:
- > Yorke and Northern Region Information Management Workgroup
- > Port Pirie Regional Health Services Clinical Coders
- > Local Health Networks and Other Government Agencies
- > Suppliers and Service Technicians

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Be familiar with all aspects of Administrative duties required to support Southern Flinders Health – Crystal Brook.
- > Dealing with high volumes of work and prioritising of work and time management due to demands of the work environment.
- > Effectively liaising with all staff/clients on sensitive issues.
- > Handling confidential and sensitive situations with tact and empathy.
- > Using initiative and judgement when dealing with a broad range of procedures, standards and guidelines.

Delegations:

> Nil

Resilience:

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke and Northern Local Health Network Inc. values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

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.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Yorke and Northern Local Health Network; policies, procedures and standards.

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:

Yorke and Northern Local Health Network; welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke and Northern Local Health Network; is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs 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

| Key Result Areas | Major Responsibilities |
|--|---|
| Administrative Support | <p>Contribute to the provision of an efficient and effective administrative support function, and associated services by:</p> <ul style="list-style-type: none"> > Providing Administrative Officer support to Committees and/or Working Parties through the co-ordination of meetings, including agenda preparation, minute taking and follow up actions. > Providing a broad range of administrative and secretarial support to the EO/DON and Senior Staff including monitoring correspondence, word processing, typing confidential letters, reports and documents. > Maintaining leave records for staff and liaising with Shared Services to amend inconsistencies where identified. > Maintaining databases such as the staff professional development database. > Managing an efficient reception area by monitoring telephone enquiries and attending to visitors of the health service in a friendly and timely manner. > Managing Fleet vehicle bookings and processing of vehicle log sheets. > Booking Health Service rooms and equipment as required. > Managing appointments for Allied Health Professionals as required and liaising with clients to amend appointments as required. > Participating in health service meetings as required ie - Regional Medical Record, Chiron user group meetings and local QRSO meetings. > Monitoring and maintaining stocks of stationery and administration supplies. > Maintaining efficient filing of all data as required. > Assisting with the provision of monthly statistical data. |
| Contribution to effective financial operation of unit | <p>Provide effective financial administration to the health unit by:</p> <ul style="list-style-type: none"> > Maintaining all bank accounts and reconciling all Special Purpose Funds accounts as set out in the guidelines. > Collecting, banking and receipting of all monies received. > Receipting and coding of Basware invoices. > Maintaining the Proact payroll system for the health unit and making the required adjustments. > Preparing and checking monthly creditor accounts, ready for authorisation. > Raising tax invoices or sale sundries invoices on a monthly basis as required. > Completing customer maintenance forms to load new debtors onto Working Systems. > Assisting in ensuring correct and complete records are kept in financial sections eg Payroll, Revenue and Trade Accounts. > Following all audit guidelines. |
| Contribution to effective records management | <p>Responsible for the efficient and effective Medical Records Service by:</p> <ul style="list-style-type: none"> > Ensuring Working System data entry is maintained by processing inpatient admission and discharge forms accurately and in a timely manner. > Ensuring patient Invoices are raised accurately and sent in a timely manner including motor vehicle accident and compensable invoices. > Ensuring non admitted planned and unplanned patient attendance records are entered on Working Systems and filed in the appropriate location. > Providing relevant information for Coders and other staff when requested. > Maintaining patient register and ensuring all compensable invoices are raised for both inpatient and outpatient contacts including motor vehicle accident. > Registering and creating files for health service clients. > Issuing, retrieving, filing and record keeping of case notes. > Ensuring that the bookings for elective surgery lists are completed with the request for admission form entered on Working Systems before admission. > Generating Working System reports as required for senior staff. > Maintain medical records in line with retention and Scheduling guidelines. |

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills

- > Sound communication skills both written and verbal, to support effective liaison with staff at all levels and customers.
- > Ability to work effectively under general direction, either individually or as a member of a team, and to achieve high standards of work performance, and acquire knowledge and learn relevant new skills in short time frames.
- > Possess sound organisational and administrative skills in order to effectively undertake a variety of tasks and to exercise appropriate initiative and judgement in the conduct of required activities.

Experience

- > Experience in the utilisation of a range of computer equipment, which may include the use of word processing, spreadsheet and database software applications such as the MS Office suite of software.
- > Previous experience working in an administration area.

Knowledge

- > Understanding of the administrative processes, systems and equipment that supports the effective operation of an office.
- > Knowledge of basic financial and accounting practices.
- > Knowledge of customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Relevant post-secondary or tertiary qualification in a related field.

Personal Abilities/Aptitudes/Skills:

- > Ability to assess changing work situations and to recommend procedural changes to meet developing and future needs.
- > Possess tact, diplomacy and negotiating skills and the ability to deal with sensitive issues.

Experience

- > Experience in the provision of a range of office and administrative services, and the operation of general administrative related equipment and systems.
- > Experience with financial and accounting practices.

Knowledge

- > 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:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

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: