



ROLE DESCRIPTION

Role Title:	Administration Officer – Casual		
Classification Code:	AS02	Position Number	P32066
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	RAH, Repat Health Precinct, Hampstead Rehabilitation Centre, The Queen Elizabeth Hospital		
Division:	Rehabilitation		
Department/Section / Unit/ Ward:	Neuroscience & Rehabilitation		
Role reports to:	Administration Coordinator – Rehabilitation Services		
Role Created/ Reviewed Date:	June 2020		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" 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:
<p>The casual Administrative Officer contributes to the efficiency of the Neuroscience and Rehabilitations Directorate's administrative support functions by undertaking ward clerk, secretarial and reception duties involving patient administration, word processing, data entry, records management and general clerical functions to support both administrative and multi-disciplinary teams within a health care setting. The admin officer is accountable to the Administration Coordinator, which may be devolved to the ward Clinical Services Coordinator or the Head of Unit, dependant on the working location.</p>

Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Patient/Client relations on site and outside campus • Medical, Nursing and Allied Health staff including corporate support staff and administrative departments • Communicates and liaises with a range of staff and persons in the unit as well as other departments/campus locations. <p><u>External</u></p> <ul style="list-style-type: none"> • Interaction with clients and members of the public.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Working within a changing CALHN and SA Health working environment.
- Supporting the development of new and emerging administration and ICT processes in a changing environment.
- Working autonomously exercising judgement and initiative

Delegations: N/A

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 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*.
- 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.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Ensure the provision of an administrative, ward clerk and receptionist functions that result in an effective level of temporary support service to the functional units in the Medical Directorate by:</p>	<ul style="list-style-type: none"> • Undertaking telephone and general reception duties. • Screening and redirecting all telephone calls. • Handling confidential correspondence, including redirecting or distributing mail. • Typing (including audio transcribing) of correspondence, patient summaries, minutes and agendas. • Preparing and maintaining both online and paper version patient records while using various computer programs such as SUNRISE and/or OACIS. • Recording patient movements, transfers and discharges. • Liaising with administrative staff seeking to admit patients to the ward. • Liaising with clinical staff of planned admissions and daily ward occurrences. • Data entry as relevant to the area allocated. • Arranging follow up appointments. • General filing. • Ordering and maintaining appropriate stock levels of medical and stationery supplies utilising procurement programs such as Oracle and Basware. • Liaising with various unit departments. • Ensuring client information is secured and maintained in a confidential manner at all times. • Other duties commensurate with the classification level and assignment specifications.
<p>Ensure that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets by:</p>	<ul style="list-style-type: none"> • Assisting with developing and establishing of key performance indicators for all critical area of responsibility in accordance with the quality evaluation program. • Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes
<p>Ensure a safe working environment at all times by:</p>	<ul style="list-style-type: none"> • Attending mandatory safety training programs • Contributing to a safe and healthy work environment through compliance with OHS&W requirements • Maintaining effective work practices • Making proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position)
<p>Implementation of Government, legislative and Organisational administrative policies and procedures to</p>	<ul style="list-style-type: none"> • Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements

<p>ensure compliance within the Division:</p>	<ul style="list-style-type: none"> • Contribute to the well-being of people in South Australia through participation 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 disaster
<p>Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements such as:</p>	<ul style="list-style-type: none"> • Code of Ethics for South Australian Public Sector • Code of Fair Information Practice • Delegations of Authority • Disability Discrimination Act • Equal Opportunity. • Freedom of Information Act • Occupational Health Safety and Welfare Act • Privacy Act 1988 • SA Health Care Act • SA Information Privacy Principles

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Standard: Completion of or willingness to undertake relevant studies and/or courses relevant to the position

Personal Abilities/Aptitudes/Skills:

- Ability to deal discretely with confidential matters
- Ability to work as an effective team member
- Ability to work collaboratively and gain the trust and respect of staff in a team situation
- Accurate numeric, filing and literacy skills
- Demonstrated ability to communicate effectively with staff, patients and general public
- Demonstrated ability to handle sensitive and/or confidential information with discretion
- Proven ability to work with minimal supervision, prioritise workloads and meet deadlines.

Experience

- Experience in carrying out a wide range of administrative duties
- Experience using SUNRISE/EPAS would be an advantage
- Experience in the use of Microsoft Office products, specifically Outlook, Word Excel and Word
- Experience providing a high level of effective customer service
- Experience using databases, word processing, data entry and spreadsheets
- Experience working within a hospital or health related environment
- Experience working within a multidisciplinary team

Knowledge

- A sound knowledge of policies relating to Occupational Health, Safety and Welfare, EEO and Personnel Management Standards as they relate to the scope of the position
- Knowledge of medical terminology

DESIRABLE CHARACTERISTICS

Personal Abilities/Aptitudes/Skills:

- Ability to work well in a team environment
- keyboard skills at 40-60wpm
- Efficiency in audio typing

Other details:

- Interaction with a wide range of people including health professionals, patients and the general public is expected. This will require excellent communicative skills and multicultural empathy.

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.

Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:

Central Adelaide LHN's Commitment to Care is that we will improve the care we deliver to our patients by taking a holistic and comprehensive approach in four significant ways:

- Transforming Care – by re-aligning our services and continuously improve them to better support our patients and community.
- Supporting Care – by reforming our business and corporate service to better support our clinicians and support staff in delivering patient care.
- Enabling Care – by fostering an organisational culture where excellent and innovation thrive.
- Advancing Care – by creating meaningful research and development partnerships to collectively align our strategic directions, recognising our patients and our common purpose.

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 CALHN as described within this document.

Name: _____ **Signature:** _____ **Date:** _____