



ROLE DESCRIPTION

Role Title:	Administration Assistant
Classification Code:	AS03
LHN/ HN/ SAAS/ DHW:	SA Ambulance Service
Hospital/ Service/ Cluster:	SA Ambulance Service
Division:	Operations Country
Department/Section / Unit/ Ward:	Operations Country
Role reports to:	Operations Manager
Role Created/ Reviewed Date:	October 2024
Criminal and Relevant History Screening:	<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 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:
<p>This position is responsible for:</p> <ul style="list-style-type: none"> > High level administrative support to the Operations Manager and when required to the Regional Management Team. > Supporting set outcomes and objectives within the Region through efficient and effective customer service including administrative support, exercising initiative and judgement and responding to requests for administrative assistance. > Reprioritizing workload in response to changing workload demands and needs. > Providing timely liaison and response with external and internal clients to meet required deadlines. > Managing, maintaining and processing financial accounts for Operations Manager > Exercise initiative and ensuring the smooth and efficient functioning of the region whilst working under general direction. > Coordinating relevant training and support for temporary and/or alternate duties employees as required. > Working collaboratively with the Regional Management Team and liaising with other members of the country services team and SAAS as required. > Achieving performance targets that are negotiated and mutually agreed with the Operations Manager. > Demonstrate flexibility in accommodating the changing needs of country operations. > Contributing to research and analysis for team members to achieve day to day and longer term objectives and outcomes and support operational demand and workforce planning. > Coordinating diary appointments, travel arrangements receive/redirect telephone calls and respond to enquiries for members of the region management team.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Operations Managers
- > Operational Team Leaders
- > Regional Team Leaders
- > Clinical Team Leaders
- > Volunteer Team Leaders
- > Career & Volunteer staff
- > Other Administration Support staff
- > Regional Office staff
- > All internal departments within SAAS

External

- > General Public
- > Local Health Networks (LHNs)
- > External Agencies
- > Allied Services – e.g. Hospitals, medical clinics
- > Travel Providers – e.g. Airlines, Taxi, Sealink, and Car hire
- > Conference venue coordinators
- > Hotels, resorts e.g. – accommodation venues
- > Other Government Departments - e.g. Fleet SA
- > Department of Health (SAH)

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing the complexities of working in a rural location in a self-directed semi-automatous environment whilst prioritising multiple tasks and meeting team goals and outcomes.
- > Ability to recognise and deal discretely with confidential matters and to exercise diplomatic skills appropriate to sensitive and high-level issues.
- > Supporting volunteer and career staff who work a 24-7 roster

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
Office Management	<ul style="list-style-type: none"> > Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation. > Establish, maintain and refine day to day office procedures, administrative functions and systems that support the administration functions of the region. > Respond to internal and external enquiries and requests for information (email, telephone, in person) in a timely and effective manner. > Manage own work schedule to achieve designated operational goals > Develop work instructions for all administration processes and be responsible for the implementation within the region. > Accountable to maintain the administrative areas and office equipment in a neat and tidy state including the maintenance of office equipment.
Financial Management	<ul style="list-style-type: none"> > Assist Operations Manager with budget preparation, monitoring and reporting and adherence to resources allocation for Operational Area > Establish financial forecasting practices and work under general direction in regard to budget preparation, monitoring and reporting and adherence to resources allocations. > Management of invoice processing, credit card reconciliations and finance correspondence within delegated authority for the region including: > Provide monthly Reserve Account reports to Operations Manager > Provide financial compliance advice to creditors, staff and volunteers in conjunction with Finance Department and Shared Services. > Provide monthly financial reports utilizing OBIEE reports and financial forecasting tool in conjunction with Finance Department.
Records Management	<ul style="list-style-type: none"> > Manage the electronic objective filing system for regional based records including creating new files, filing and utilising the one point truth for documentation. > Respond to requests for information facilitating timely advice. > Establish, maintain and refine regional vehicle and equipment information under general direction.
Performance Reporting	<ul style="list-style-type: none"> > Assist with the management of performance data by <ul style="list-style-type: none"> o Collating and preparing performance reports, o Providing basic analytical interpretation of data o Develop recommendations to support the Operations Manager
Administration	<ul style="list-style-type: none"> > Provide high level confidential administrative support to the Operations Manager and members of the country management team as required including administrative tasks associated with effective management of human, financial and physical assts. > Ensure effective utilisation of the Operations Manager time by assisting with their calendar, scheduling, responding to meeting requests and booking of travel arrangements.

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	<ul style="list-style-type: none"> > Prioritise and inform the Operations Manager, of all urgent/important matters on a daily basis or as required. > Provide support to the Country Management Team under general direction from the Operations Manager including meeting and travel arrangements as required. > Arrange, co-ordinate and book resources required to support meetings, conferences and workshops for Operations (Country) including setting agendas, arranging venues, catering, travel and accommodation. > Prepare Operations Managers correspondence and papers for meetings they attend including use of document sharing software. > Prepare agendas, take and distribute minutes, decision and actions and all related correspondence for meetings as required in a timely manner. > Responsible for the identification and resolution of IT issues within the regional office and for the Operations Manager and management team as required. > Updating the regional website (SharePoint) under general direction from the Business Support Officer or Operations Manager. > Format information received from the Operations Manager into relevant communications formats, in line with SAAS Internal Communications Framework June 2020. > Accountable to ensure controlled substance orders are submitted as required. > Responsible for arranging SAPOL/Legal interviews for the region including using GRS to determine when staff are working in order to coordinate an interview at the most appropriate time and location. > Maintain the performance, review and development (PRD) database for the region. > Perform tasks required for Incident Report and Quick Assessment (IRQA) under general direction from the Operations Manager. > Support vacancy management for the region through completion of all appropriate documentation required for Non-Emergency, Emergency Operational Points Transfer system (NEEOPTS), eRecruitment, region establishment lists and Human Resources documentation under direction of Operations Manager
<p>Customer Service</p>	<ul style="list-style-type: none"> > Manage all enquiries from customers and stakeholders and ensure they are responded to sensitively and appropriately with information provided in a professional, confidential and timely manner including: <ul style="list-style-type: none"> ○ In-person, by email, letter and telephone enquiries ○ From volunteers, career staff, internal/external customers and members of the public. > Provide advice and assistance to staff and volunteers in relation to volunteer reimbursements processes and systems. > Establish and maintain effective relationships and network with staff in all business units across the organisation
<p>Communications</p>	<ul style="list-style-type: none"> > Manage incoming and outgoing correspondence ensuring that urgent items are identified and actioned in a timely manner. > Provide relevant written and verbal responses on behalf of Operations Manager, for identified day to day matters, conferring on all sensitive

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	<p>matters.</p> <ul style="list-style-type: none"> > Manage all incoming calls to the regional office to ensure consistent systematic approach to requests. > Responsible to compose correspondence and communicate for reports and/or written requests including: <ul style="list-style-type: none"> o Receiving and processing requests o Identifying and extracting information from appropriate sources > Ensure incoming mail is distributed and outgoing mail is dispatched including Preparing DX for dispatch by agreed time each day. > Maintain the centralised country admin email box addressing emails for the region in a timely and efficient manner.
<p>Project Coordination and Activities</p>	<ul style="list-style-type: none"> > Assist the Operations Manager with the implementation and coordination of projects, conduct research and develop business plans as requested. > Develop appropriate databases and administrative systems to support project management for the region. > Have an awareness of other projects and initiatives being undertaken by Operations (Country) and respond to enquiries as required. > Work autonomously to conduct accurate and relevant research as required by the Operations Manager and use initiative to collate, prepare and present information appropriately. > Undertake project activities as required through the administration of allocated work by the Operations Manager, meeting agreed outcomes within required timeframes and budgets.
<p>Leadership and Team Effectiveness</p>	<ul style="list-style-type: none"> > Model desired team behaviors such as punctuality, flexibility, sound customer service techniques, team member support, appropriate dress code, commitment to self- development and continuous improvement. > Assist other team members to achieve outcomes during times of high workload and absenteeism > Contribute to quality assurance, continuous improvement and streamlining of processes and systems relative to Operations (Country). > Participate in team meetings and actively contribute to decision making to improve the effectiveness of the team and business processes. > Contribute and participate in the administration team goals, actions and Key Performance Indicators (KPIs) to ensure a cohesive team.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil

Personal Abilities/Aptitudes/Skills:

- > High level written/verbal communication skills including numeracy, attention to detail and effective data entry skills.
- > Ability to be flexible to changing priorities, practices and systems and accepts change constructively.
- > Proven cohesive teamwork with the ability to share information and knowledge.
- > Ability to recognise and deal discreetly with confidential matters and to exercise diplomatic skills appropriate to sensitive and high level issues.
- > Use initiative in identifying workplace problems and including analytical and problem solving skills.

Experience:

- > Demonstrated experience in providing high level administrative support and customer service.
- > Intermediate competency with Microsoft programs – Word, Excel, Outlook, and Microsoft365.
- > Preparation of meeting agendas, minute taking, drafting complex correspondence, briefings and reports.
- > Coping with and prioritising high workloads and meeting set deadlines.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Tertiary qualifications in business related discipline.

Personal Abilities/Aptitudes/Skills:

- > 50 wpm typing with 98% accuracy.

Experience:

- > Accounts payable systems and processes e.g. Oracle, Basware or similar system.

Knowledge:

- > Volunteer culture and related issues
- > Functions of an emergency service

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.
 - > *Officer WHS Duties: As an WHS defined Officer you must exercise due diligence as per the Work Health and Safety Act 2012 (SA).*
 - > *As a WHS defined Officer for SA Health, exercise due diligence to ensure SA Health compliance with Section 27 of the Work Health and Safety Act 2012 (SA), and take reasonably practicable steps to support health and safety culture, accountability, the allocation of resources and ensure compliance with legislative 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.

Division/ Department:

The Operations (Country) portfolio is responsible for ambulance operations in South Australia, outside of metropolitan Adelaide. It consists of six regions including Murray Mallee, Adelaide Hills and Barossa, Far North West Coast, Limestone Coast, Mid North and Yorke and Lower Murray/Fleurieu/Kangaroo Island.

Values

SA Health 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

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 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	14/03/2024	Amended an error within the Paramedic Registration clause in the essential Minimum Requirements
V11	14/03/2024	Current	Updated template with WHS requirements, SAAS Values, Vision and Purpose