

# Non Managerial

## Role Description

# Southern Adelaide Local Health Network

<b>Position</b>	Administration Officer
<b>Classification</b>	ASO-2
<b>Division</b>	Corporate Services
<b>Department / Section / Unit / Ward</b>	Outpatient Support Services
<b>Role reports to</b>	Administration Manager / Administration Supervisor
<b>CHRIS 21 Position Number</b> M55677, M62986, M56712	<b>Role Created / Review Date</b> 26/11/2019
<b>Criminal History Clearance Requirements</b> <input checked="" type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category B (indirect contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Administrative Officer, Outpatients Support Services, is multi-skilled in all administrative aspects of the SALHN Outpatient Clinics and is responsible for the provision of confidential, efficient and comprehensive; customer orientated frontline administrative support to the SALHN Outpatients Clinics. The Administrative Officer, Outpatients Support Services is responsible and accountable for ensuring that a service is provided to the clients of the SALHN Outpatient Clinics.

### Direct Reports: (List positions reporting directly to this position)

The Administrative Officer, Outpatients:

> Nil

### Key Relationships / Interactions:

Internal:

- > Works collaboratively with all members of the Outpatient Support Service team and with clinicians (medical, nursing, allied health) who work in the Outpatient setting.
- > Administration staff from other departments.

External:

- > Patients/carers/parents
- > Referrers to outpatient services
- > Relevant government and non-government organisations as required to meet the needs of the client group

### Major Challenges associated with Role:

Major challenges currently associated with the role include:

- > Must be able to efficiently input data into patient administration systems with detailed accuracy
- > Must provide excellent customer service to patients in what can sometimes be a complex health care environment for the patients
- > Will be required to prioritise tasks (e.g., answer phones, deal with patient and clinician enquires, manage bookings)

**Delegations:** (As defined in SALHN instruments of delegations)

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

Financial	N/A
Human Resources	N/A
Procurement	N/A

**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 SALHN values and strategic directions.

**General Requirements**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.

### 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.

### Special Conditions

- > 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 Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
Contribution to effective operation of unit	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>
Contributes to high quality customer-focused Outpatients Support Services within a multidisciplinary team, through the provision of a comprehensive and confidential administrative service.	<ul style="list-style-type: none"> <li>&gt; Providing professional, quality, and responsive customer service.</li> <li>&gt; Effectively managing the patient booking process including: <ul style="list-style-type: none"> <li>o Managing the patient administration system</li> <li>o Processing of referrals in a timely manner</li> <li>o Notifying patients of clinic appointments and issuing relevant literature to patients prior to consultation</li> <li>o Adjusting appointments when required and informing patients of changes</li> <li>o Issuing reminder notifications to patients</li> <li>o Performing template changes as required and with line management support</li> <li>o Liaising with clinicians to ensure appropriate patient bookings are made</li> <li>o Ensuring medical records are available and prepared in a timely manner</li> <li>o Assisting patients to coordinate transport needs</li> <li>o Arranging an interpreting service for patients as required</li> </ul> </li> <li>&gt; Participating in activities associated with Medicare bulk billing including: <ul style="list-style-type: none"> <li>o Appropriate preparation of notes, documents, and information systems</li> <li>o Processing relevant patient data</li> <li>o Following up on rejected claims</li> </ul> </li> <li>&gt; Contributing to strategies to reduce service demand.</li> <li>&gt; Contributing to continuous quality improvement initiatives.</li> <li>&gt; Contributing to the development of new staff and trainees by helping and providing advice on practices, procedures, and technical knowledge.</li> <li>&gt; Producing reports on key performance indicators.</li> <li>&gt; Participating in Consumer Engagement strategies.</li> <li>&gt; Ensuring stationery and other equipment supplies are maintained.</li> <li>&gt; Ensuring accurate and efficient documentation relating to clinic requirements and patient files.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Personal Abilities/Aptitudes/Skills

- > Demonstrated ability to provide high quality confidential reception and administrative support services in a customer focused area, including:
  - Sound communication skills (verbal, written and interpersonal) to establish and maintain effective working relationships with a wide range of stakeholders (staff, clients and organisations)
  - Sound skills using Microsoft Office (including Word)
  - Effective problem solving and decision making
  - Ability to exercise discretion and confidentiality in matters relating to patient information
  - Ability to work effectively as part of a team without direct supervision
  - Sound time management and organisational skills
  - Ability to accept responsibility for the efficient completion of tasks with high accuracy
  - Flexibility in work practices
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Proven experience and computing skills, including email and word processing.
- > Proven experience in providing effective customer service.
- > Previous experience working in a multidisciplinary team.
- > Experience using networked computer systems and office applications with accurate keyboard skills.

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.

## 2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

### Experience

- > Experience of working within the health service.
- > Experience using patient information management systems for data entry of patient information (e.g., Sunrise Electronic Medical Records) and/or Outpatient setting.

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of SA Health systems and operations of the Southern Adelaide LHN.
- > Medical Terminology.

### Educational/Vocational Qualifications

- > Training and/or study in any relevant area

### Other Details

**Note: The Job Description is not intended to be an exhaustive list of all duties but is intended to reflect the major responsibilities. As the strategic direction of the organisation and service change, this job description may change and develop. However, areas of responsibility will remain within the identified classification.**

### 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.

### SA Health Challenges

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce strategies, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australians have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### 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.

### Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network
	> Southern Adelaide Local Health Network
	> Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network
	> Yorke and Northern Local Health Network
	> Flinders and Upper North Local Health Network
	> Riverland Mallee Coorong Local Health Network
	> Eyre and Far North Local Health Network
	> South East Local Health Network

### Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

OFFICIAL



**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

**Role Acceptance**

I have read and understand the responsibilities associated with the Administration Officer in the Corporate Services and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date