



ROLE DESCRIPTION

Role Title:	Outpatient Frontline Administrative Receptionist		
Classification Code:	AS02	Position Number:	M41424
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network		
Hospital/ Service/ Cluster:	Repat Health Precinct		
Division:	Neuroscience & Rehabilitation		
Department/Section / Unit/ Ward:	Outpatient Support Services		
Role reports to:	Administration Coordinator, Rehabilitation		
Role Reviewed Date:	April 2020		
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 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:

- > Outpatient Frontline Administrative receptionist are accountable to the Administration Coordinator, Rehabilitation Services for the provision of confidential frontline administrative/clerical support to the Repat Health Precinct and CALHN Outpatient Support Services.
- > Outpatient Frontline Administrative reception staff are multi-skilled in all aspects of supporting to the clinical staff with patient documentation, administrative procedures relating to appointment documentation and providing a frontline reception service to the department. Central Adelaide LHN Outpatient Support Services may be required to perform duties autonomously and undertake responsibilities for the delivery of administrative support with a high level of trust and in a collaborative working relationship.

Direct Reports: N/A

Key Relationships/ Interactions:

Internal

- > Roles reports to the Administrative Coordinator, which may be devolved to the Outpatient Clinical Services Coordinator for Clinical issues where the Administrative Coordinator or Business Consultant is unavailable
- > Works in a team setting with other Outpatient Support staff and has a close collaborative working relationship with clinical staff and other patient information staff, ward staff, volunteers and other departmental staff within the hospital; while liaising with internal referring agencies
- > Participation in shared roster arrangements with other Outpatient Frontline Administrative Support positions

External

- > Interaction with clients, visitors, general public and other service providers (ie. Interpreter/taxi bookings)

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Dealing with a diverse client base, both internal and external, within a dynamic and changing health sector environment.
- > Working as a key team member to develop and establish innovation improvement strategies for Central Adelaide LHN outpatient Support Services
- > Using initiative and judgement when dealing with a broad range of clients, staff and administrative tasks

Delegations: N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide a frontline administrative service and efficient computerised booking service for Outpatient Support Services:	<ul style="list-style-type: none">• Courteous and prompt handling of enquires both face to face and over the phone• Receive and manage enquiries from a range of clients with ability to redirect enquires and action as appropriate.• Receive and manage enquiries from a range of customers and refer on or deal with as appropriate.• Complaints are documented and managed as per guidelines via SLS• Ensure enquires are dealt with effectively and efficiently• Information requests and reports are prepared accurately, professionally and within agreed timeframes.• All patient bookings are facilitated and recorded on patient administrative programs (SUNRISE/OACIS) accurately and in a timely manner including clinic reschedules and cancellations.• Appointment time for patients are appropriately negotiated with relevant departments of the hospital, the patients themselves and amendments are communicated in a timely manner• Ensure clinics are booked in line with current guidelines and expectations and not overbooked• Clinic lists are accurate and patient information is available for scheduled clinics.• Appointments are made in accordance with triaged urgency category.• Received patient referrals are managed in timely and appropriate management in accordance with policy and procedures.• All billing performed is compliant with Medicare Regulations.• All waiting list/booking queues are accurate and reflect the actual number of patients waiting for appointment/consultation.• Accurate booking of required interpreter services and bookings of patient transport services if required• Clinical activity and audit monitoring, reporting and reaching KPI's for Outpatient Support Services• Maintain up to date knowledge of Patient Administrative Systems
Provide administrative duties as required:	<ul style="list-style-type: none">• Provide a timely and accurate clinical word processing and audio typing service• Administration documentation associated with the clinical transcription service is completed in a timely and accurate manner• Written advice and/or phone communication is promptly actioned to consumers to reschedule cancelled and/or did not attend appointments

<p>Provide administrative duties as required: (CONT.)</p>	<ul style="list-style-type: none"> • Recording tracking movements as appropriate using SUNRISE records manager and communicating with Medical Records team to maintain accurate patient records. • Correspondence is coordinated and documented appropriately and is managed in accordance with the records management practices. • Collection, maintenance, tracking and returning of case notes • Stationery and other supplies are available as required and ordered in accordance with Central Adelaide LHN. • Stores and office equipment are maintained and in accordance with office requirements.
<p>Participate and support in the review of improvement office systems and actively participate in a positive culture and safe work environment:</p>	<ul style="list-style-type: none"> • Office systems and procedures are established, enhanced and maintained. • Contributes to a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity, innovation and honesty. • Behaviour and attitude in carrying out day to day duties and interaction with clients and other team members. • Role models a positive approach and commitment to customer service. • Voices views and concerns in a constructive and respectful manner. • Participation in quality improvement and training and development activities.
<p>To contribute toward the provision of a safe, healthy and equitable work environment for self and others 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) • Reporting all accidents, incidents and near misses • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and other; • Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures • Maintaining knowledge of and adhering to the principles standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment
<p>Implementation of Government, legislative and Organisational administrative policies and procedures to ensure compliance within the Division:</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 • 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
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Personal Abilities/Aptitudes/Skills:

- Ability to audio type
- Proven ability to communicate appropriately and interact effectively in all situations with clients, relatives and visitors;
- High standard of interpersonal and communication skills and the ability to work with a multidisciplinary team;
- Possess the desire, initiative and ability to develop procedures in a practical manner;
- Proven ability to work independently and be resourceful;
- Proven ability to work under pressure and to produce work of a high standard;
- Proven ability to assess, plan, implement and evaluate multiple workloads and prioritise to meet deadlines;
- Demonstrated ability to readily assimilate new information and procedures and react positively in implementing changes;
- Demonstrated ability to handle difficult situations with confidence;
- A commitment to providing excellent service to persons requiring assistance and with people from varied backgrounds;
- Proven ability to demonstrate team behaviours and participate in decision making;
- Proven ability to problem solve, analyse information and initiate proposals and suggestions;
- Current (last 6 months) keyboarding speed and accuracy assessment (minimum) of 50-60 wpm.
- Good numeracy, spelling and grammar skills.
- Ability to use computerised information systems

Experience:

- Experience in working in areas where confidentiality must be applied and maintained.
- Experience in using a wide range of office/resource equipment
- Experience in carrying out a wide range of administrative duties
- Experience in the use of Microsoft Outlook, Word and other products
- 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:

- Knowledge of medical terminology
- Knowledge of office administrative procedures and systems

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- Willingness to undertake studies when required.

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to handle difficult situations with confidence;
- Proven ability to problem solve, analyse information and initiate proposals and suggestions;
- Possess the desire, initiative and ability to develop procedures in a practical manner;
- Proven ability to work independently and be resourceful;
- Proven ability to work under pressure and to produce work of a high standard;

Experience:

- Experience working in a larger hospital environment or Outpatient service.
- Experience with hospital computerised PAS systems.
- Previous experience in the development of office procedures.
- Relevant experience as a secretary/ward clerk/receptionist in a health organisation.

Knowledge:

- Knowledge of Central Adelaide LHN hospital policies and procedures

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 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., 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:

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

Outpatient Services involve the provision of scheduled Medical, Surgical, Nursing and Allied Health services or a combination of services, to non-admitted patients and therefore is related to services that could potentially be provided in a community setting.

The majority of outpatient services are provided to patients who are not admitted to hospital, and therefore, relate to services that can be provided in the community in a timely manner.

To ensure public hospital resources are focused to improve outcomes for patients requiring an acute hospital attendance, care planning should take into consideration flexible care and treatment options by maximising the capability and capacity of the primary care sector.

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.

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
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	25/06/2019	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/2019		Updated legal entities to include new regional LHN's.