

<b>Position</b>	Administration Officer
<b>Classification</b>	ASO2
<b>Division</b>	Surgical and Peri-Operative Medicine
<b>Department / Section / Unit / Ward</b>	Endoscopy Unit
<b>Role reports to</b>	Operationally: > <b>Practice Manager, Endoscopy Unit</b>
<b>CHRIS 21 Position Number</b> <b>M54661/P07609/P07608</b>	<b>Role Created / Review Date</b> 01/06/2016
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input type="checkbox"/> Vulnerable (NPC) <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 - Endoscopy Unit is required to provide a customer-focused reception service for patients, families and other consumers; provide best practice administrative services to ensure effective and efficient day to day management of the Endoscopy Unit, and to ensure that patient appointments and bookings are made in a timely, accurate and courteous manner

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

> Nil

### Key Relationships / Interactions:

#### Internal:

- > Reports directly to the Practice Manager, Endoscopy Unit
- > Is accountable to the Administration Manager, SAPOM
- > Maintains a close working relationship with the Nurse Unit Manager and the Head of Unit
- > Works closely with medical, nursing and administrative staff within the Unit

#### External:

- > Works closely with medical, nursing and administrative staff within other Divisions and Units within the SALHN

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing difficult situations and people in times of stress.
- > Ensuring good communication between health care professionals through accurate and objective written and verbal communication.

A thriving community, providing reliable and respectful health care.



**Health**  
Southern Adelaide  
Local Health Network

**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>
Ensuring patient bookings are managed effectively:	<ul style="list-style-type: none"> <li>&gt; Facilitating day procedure bookings (e.g. Liver Biopsy, Colonoscopy, Endoscopy, Bronchoscopy etc) in consultation with nursing and/or medical staff.</li> <li>&gt; Facilitate Pre Admission clinic appointments for patients as required as indicated by clinician or clinical staff.</li> <li>&gt; Reviewing urgency status of referrals with the Practice Manager, in the first instance, Nurse Unit Manager or Clinical Nurse.</li> <li>&gt; Accurately recording patient details in the booking diary.</li> <li>&gt; Notifying patients of procedure dates and admission time and any changes to bookings.</li> <li>&gt; Issuing relevant patient information for specific procedures (e.g. bowel preparation) to patients prior to appointments.</li> <li>&gt; Facilitate Medicare online billing service for the Endoscopy Unit participating consultants with the inclusion of daily reconciliation of claim processing.</li> <li>&gt; Facilitating the booking of post procedure follow up appointments in Consulting Clinics, Private Rooms and FPH including generating reports when required.</li> <li>&gt; Notifying medical staff of procedure bookings and confirming start times.</li> <li>&gt; Providing information to Medical Staff including General Practitioners regarding the protocols for accessing day procedure bookings.</li> <li>&gt; Liaising with Admissions regarding bookings for patients requiring overnight stay (e.g. ERCP, Liver Biopsy) pre or post procedure.</li> <li>&gt;</li> </ul>
Ensures a customer focused receptionist service is provided to patients, families and visitors by:	<ul style="list-style-type: none"> <li>&gt; Efficiently and effectively responding to telephone calls and faxed referrals including bookings, cancellations, re-appointments and other enquiries.</li> <li>&gt; Welcoming patients on arrival in a friendly courteous manner and providing the relevant information to the patients regarding their appointment and/or procedure.</li> <li>&gt; Identifying special needs for patients in collaboration with nursing staff, (e.g. clinical, geographic, social needs) in order to assign patient appropriately to procedure list.</li> <li>&gt; Registering and updating the patient information on the Admission Transfers and Separations (ATS) or the Enterprise Patient Administration System (EPAS) System.</li> <li>&gt; Coordinating in patient movement between wards to Endoscopy for patients requiring procedures.</li> <li>&gt; Arranging Transport needs for patients if required.</li> <li>&gt; Referring Aboriginal and Torres Strait Islander patients to the Aboriginal Health Unit.</li> <li>&gt;</li> </ul>
Ensures that there is best practice administrative support for the Endoscopy Unit by:	<ul style="list-style-type: none"> <li>&gt; Monitoring workflow, prioritising work and meeting deadlines.</li> <li>&gt; Contributing to the establishment and maintenance to effective communication to promote an interdisciplinary collaborative approach to providing Endoscopy services.</li> <li>&gt; Processing the daily MRO report to ensure patients are appropriately booked with respect to infection control guidelines.</li> <li>&gt; Maintaining work area with respect to Infection Control and Occupational Health, Safety and Welfare issues.</li> <li>&gt; Maintaining standards, policies and procedures that apply to the Unit and Division.</li> <li>&gt; Sorting and distributing mail, including faxes.</li> <li>&gt; Ensuring medical records and x-rays are prepared and available in a timely manner for patients undergoing procedures in the Endoscopy Unit.</li> <li>&gt; Maintaining stationery supplies.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Ordering refreshments for patients.</li> <li>&gt; Other duties as directed by the Practice Manager and Nurse Unit Manager.</li> <li>&gt;</li> </ul>
Ensuring there is a culture of service improvement by:	<ul style="list-style-type: none"> <li>&gt; Participating in continuing quality improvement activities.</li> <li>&gt; Informing the Practice Manager, Nurse Unit Manager or Clinical Nurse of any issues that impact on the quality of service to the Endoscopy Unit</li> <li>&gt; Maintaining own professional development.</li> <li>&gt; Contributing to the Endoscopy Unit service improvement plans and initiatives</li> </ul>
Maintains personal skills and development:	<ul style="list-style-type: none"> <li>&gt; Attending relevant programs.</li> <li>&gt; Participating in personal development review on annual basis.</li> <li>&gt; Maintaining knowledge of the requirements in responding appropriately to emergency situations by completion on Mandatory Training</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>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > Nil

### Personal Abilities/Aptitudes/Skills

- > Ability to respond to a diverse range of people in a courteous, helpful manner under a variety of conditions, e.g. heavy work load, aggressive clients.
- > Effective telephone and communications skills.
- > Ability to maintain confidentiality in dealing with sensitive and personal details.
- > Ability to adhere to instructions, established practices, procedures and guidelines.
- > Possess a high level of personal motivation and initiative and a strong commitment to service excellence.
- > Possess flexibility, adaptability and versatility of approach to handle changing work requirements with the ability to deal with numerous demands and to work well under pressure.
- > Ability to work effectively as a member of a multidisciplinary team.
- > Ability to perform high quality, accurate data entry and be proficient in keyboard skills.
- > 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

- > Experience in a customer service role and in general administrative activities.
- > Experience in the use of computers and software applications including word processing and e-mail.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Knowledge of clerical and administrative practices and procedures.
- > Knowledge of customer service concepts and telephone answering techniques,
- > 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)

### Personal Abilities/Aptitudes/Skills

- > Ability to liaise with health professionals in a manner, which is conducive to a customer focused, team orientated environment.

### Experience

- > Proven experience in basic computing skills, including email and word processing.

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of medical terminology and records management

### Educational/Vocational Qualifications

- > Training in customer service, office skills, medical terminology

## 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](#)





**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 role in the SAPOM Endoscopy Unit and organisational context and the values of SA Health as described within this document.

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Name

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Signature

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Date