



## ROLE DESCRIPTION

<b>Role Title:</b>	Executive Receptionist / Executive Support Officer
<b>Classification Code:</b>	ASO3
<b>LHN/ HN/ SAAS/ DHA:</b>	Women's and Children's Health Network
<b>Hospital/ Service/ Cluster</b>	Women's and Children's Hospital
<b>Division:</b>	LHN Support
<b>Department/Section / Unit/ Ward:</b>	Executive Office
<b>Role reports to:</b>	Manager, Office of the CEO
<b>Role Created/ Reviewed Date:</b>	July 2022
<b>Criminal History Clearance Requirements:</b>	Working with Children Check (issued by DHS) National Police Check (issued by approved provider) If applicable - NDIS Worker Check (issued by NDIS Commission)
<b>Immunisation Risk Category</b>	<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)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Executive Receptionist is accountable to the Manager, Office of the CEO for day-to-day provision of a confidential administrative and receptionist service to Executive team, staff, visitors and the general public, thereby contributing to the efficient and effective operation of the Executive Administration Team and Chief Executive Office. The Executive Receptionist also provides executive support to the General Manager Community, Primary and Population Health.

### Direct Reports:

- > N/A

### Key Relationships/ Interactions:

#### Internal

- > The Executive Receptionist will have a close working relationship with the members of the Executive Team, members of the Professional Heads leadership teams and members of the Office of the CEO.

#### External

- > The Executive Receptionist will be required to liaise professionally with senior staff within WCHN and the Department for Health and Ageing, the Minister's Office, staff of other Networks, and other key relevant stakeholders.

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### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Constructively and positively operating in a changing, dynamic and complex work environment.
- > Improve the professional image and standards of the Executive Office from the user's perspective, ensuring that standards are not compromised by competing administrative demands and priorities.
- > Incorporate existing office/administrative systems related to ministerial and records management into new/improved systems.

### Delegations:

- > The role does not hold finance, procurement or HRM delegations.

### Resilience:

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

### 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.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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 Guidelines for Health Care Workers in South Australia 2014*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > 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.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

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### 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 *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007 (Cth)*.
- > 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.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

### Zero Tolerance to Racism:

The Women's and Children's Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

### 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 always 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.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Reception Duties	<ul style="list-style-type: none"> <li>&gt; Provide confidential reception, information and administrative support to the Chief Executive Office.</li> <li>&gt; Be courteous, professional and prompt handling enquiries, both face to face and over the telephone.</li> <li>&gt; Redirect enquiries and action as appropriate.</li> <li>&gt; Ensure complaints are documented and referred appropriately.</li> <li>&gt; Manage correspondence and forward to relevant area as required.</li> </ul>
Executive Support	<ul style="list-style-type: none"> <li>&gt; Initiate action, by whatever means is deemed appropriate, on urgent matters as directed.</li> <li>&gt; Provide secretariat support to the General Manager, Community Primary and Population Health, including diary management, correspondence management, etc.</li> <li>&gt; Prepare agendas, minutes, letters and other correspondence as required.</li> <li>&gt; Manage, monitor and maintain the security and integrity of administrative records relating to the Office of the CEO.</li> <li>&gt; Provide basic project and research support on matters of relevance by:               <ul style="list-style-type: none"> <li>o Researching issues and providing background;</li> <li>o Gathering data and information and providing reports;</li> <li>o Provide executive project support to specific projects as determined.</li> </ul> </li> </ul>
Correspondence Management	<ul style="list-style-type: none"> <li>&gt; Provide high quality and timely administrative support in relation to the processing of relevant correspondence.</li> <li>&gt; Ensure appropriate distribution of all relevant correspondence.</li> <li>&gt; Draft responses as appropriate.</li> <li>&gt; Initial quality checking of draft correspondence prepared by other parties.</li> <li>&gt; Manage, monitor and maintain the security and integrity of correspondence and documents.</li> <li>&gt; Maintain document tracking systems.</li> <li>&gt; Maintain procedures as appropriate.</li> </ul>
Team Work and Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; Become part of, and engendering a team environment by showing respect, recognising and supporting the contribution of others.</li> <li>&gt; Enhance the team's effectiveness by taking ownership of team issues and goals.</li> <li>&gt; Actively building trust, rapport and motivating team members to achieve goals.</li> <li>&gt; Contribute and sharing knowledge with others.</li> <li>&gt; Consistently demonstrate best practice and a commitment to quality standards, proactively identifying needs for improvement and showing initiative in meeting these improvement needs.</li> <li>&gt; Question existing work processes and procedures and seeking alternative methods to improve processes when necessary.</li> <li>&gt; Seek feedback and acts on opportunities for continuous professional development.</li> <li>&gt; Have clear goals and expectations in accordance with organisational directions and achieving performance objectives.</li> <li>&gt; Reviewing performance, maintaining alignment with organisational priorities.</li> <li>&gt; Problem solve effectively by gathering information and assisting in achieving satisfactory solutions</li> </ul>

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	<ul style="list-style-type: none"><li>&gt; Contribute to a team environment, which promotes positivity, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity, innovation and honesty.</li><li>&gt; Role model a positive approach and commitment to customer service.</li><li>&gt; Voice news and concerns in a constructive manner.</li><li>&gt; Provide support and assistance in the training of other administrative staff as required.</li></ul>
Consultation	<p>Contributing to the maintenance of effective relationships between the Executive Office and:</p> <ul style="list-style-type: none"><li>&gt; All other business units of WCHN.</li><li>&gt; The Department for Health and Ageing.</li><li>&gt; Other sectors within the Health System.</li><li>&gt; Other Government agencies.</li><li>&gt; The local community.</li><li>&gt; Aboriginal and Torres Strait Islander communities.</li><li>&gt; Consumers.</li><li>&gt; Professional Associations.</li><li>&gt; Staff Associations and Unions.</li></ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### **Educational/Vocational Qualifications**

- > n/a

#### **Personal Abilities/Aptitudes/Skills:**

- > High-level time management to coordinate a varied workload without supervision and determine priorities and meet deadlines.
- > Analyse problems and demonstrate autonomy and initiative to develop and implement solutions.
- > Develop and maintain effective working relationships with peers and staff at all levels.
- > Anticipate needs and be proactive.
- > Undertake minor research.

#### **Experience**

- > Providing professional and confidential reception duties in a health environment.
- > Providing confidential administrative support service to senior officers and interaction with a wide range of organisations and stakeholders
- > Using Windows, Microsoft Office, and Apple products.
- > Demonstrated experience in attending to Ministerial enquiries/correspondence
- > Demonstrated knowledge and understanding of the functions and responsibilities of SA Government departments.

#### **Knowledge**

- > Sound knowledge of the functions and responsibilities of an Executive Office.
- > Knowledge of Equal Opportunity, and HSW legislation
- > Understanding of state and Government health legislation, policies and structures

### DESIRABLE CHARACTERISTICS

#### **Educational/Vocational Qualifications**

- > Relevant business studies.

#### **Personal Abilities/Aptitudes/Skills:**

- >

#### **Experience**

- > Experience in a health industry environment.
- > In Executive Office management within a health setting.

#### **Knowledge**

- > Knowledge of the SA Health's strategic directions, policies, procedures and systems
- > Knowledge of government strategic directions, policy, procedures and guidelines.

## 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 legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### 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:

#### Health Network

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- > Specialist hospital services
- > Primary health care and population health programs
- > Integrated community care services
- > Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs
- > Education and training programs
- > Research.

## 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; it sets out the South Australian Public Sector values as:

- > Service – Proudly serve the community and Government of South Australia.
- > Professionalism – Strive for excellence.
- > Trust – Have confidence in the ability of others.
- > Respect – Value every individual.
- > Collaboration & engagement – Create solutions together.
- > Honesty & integrity – Act truthfully, consistently, and fairly.
- > Courage & tenacity- Never give up.
- > Sustainability – 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.

## 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 SA Health as described within this document.

**Name:**

**Signature:**

**Date:**



## Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

### Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

### Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

### Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

### Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

### Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

### WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

### Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

### Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.

# Women's and Children's Health Network Strategy 2026

## Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

## Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

**Mission** To improve the health and wellbeing of families and communities by providing integrated care and support

**Vision** To be a leading and respected health network for women, babies, children, young people and their families

**Values** Compassion, Respect, Equity, Accountability, Together for Excellence

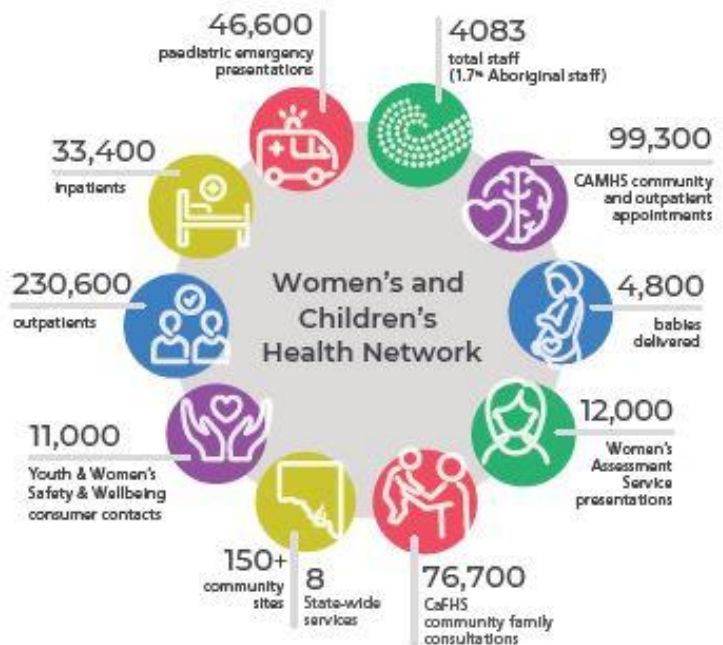
**Our Story** starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

**Our Way** is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy

