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SA Health Job Pack

Job Title	Administration Manager – Northern Adelaide Rehabilitation Service
Eligibility	Open to Everyone
Job Number	778700
Applications Closing Date	4 February 2022
Region / Division	Northern Adelaide Local Health Network
Health Service	Modbury Hospital
Location	Modbury
Classification	ASO4
Job Status	Ongoing Full-Time
Total Indicative Remuneration	\$81,543 - \$85,429 p.a.

Contact Details

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Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Working with Children Screening - **DHS**
- ☒ Vulnerable Person-Related Employment Screening - **NPC**
- ☐ Aged Care Sector Employment Screening – **NPC or DHS**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category C (minimal patient contact)

- *This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category C (minimal patient contact). [Please click here for further information on these requirements.](#)*

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Administration Manager
Classification Code:	ASO4
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	Modbury Hospital
Division:	Aged Care, Rehabilitation and Palliative Care
Department/Section / Unit/ Ward:	Northern Adelaide Rehabilitation Service (NARS)
Role reports to:	Senior Manager
Role Created/ Reviewed Date:	June 2021
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check – WWCC (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category	<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:

The Administration Manager exercises responsibility for the provision of a proactive project, administrative and secretarial service to the Northern Adelaide Rehabilitation Service (NARS). This includes providing advice and recommendations, contributing to the resolution of complex and sensitive issues, providing a contact point for internal and external staff and stakeholders, preparation and drafting of reports, undertaking minor research and projects, data collection and analysis using high levels of autonomy, self-direction and initiative in delivering expected outcomes.

The Administration Manager reports directly to the NARS Senior Manager, including in relation to workload management, systems and processes, approval of TOIL, annual leave and other planned absences as it impacts resourcing levels and performance management. The Administration Manager will exercise authority and autonomy in the discharge of duties, including provision of leadership support, coordination and delivery of Performance Review and Development (PR&D) and maintenance of systems to support effective management of annual leave and other planned absences.

Direct Reports:

- > Has line supervision for the NARS Administrative Assistants in the Service including responsibility for disciplinary matters, staff performance and ongoing staff development.

Key Relationships/ Interactions:

Internal

- > Reports directly to the NARS Senior Manager, Aged Care, Rehabilitation and Palliative Care Division, NALHN.
- > Responsible to the NARS Senior Manager and NARS Head of Unit for the day to day functions of an administrative and secretarial support for the service.
- > Manages the day to day running of the Specialist Ambulatory & Rehabilitation Centre (SpARC) outpatient services.
- > Works closely with medical, allied health and nursing staff within NARS, the Division and other departments across NALHN
- > Liaises closely with all members of the ACRPC Management team and various officers from the Department of Health and other external agencies working closely with the Network.
- > Liaises with the other Senior Administration Assistants, Executive Assistants, Executives and staff throughout the organisation/Local Health Network(s).
- > Represents senior administration on appropriate internal and external working groups when required.
- > Attends a regular meeting of the ACRPC Administration Officers group, providing input into new processes or systems as well as working on resolution of procedural and common issues.
- > Works as part of a multi-disciplinary team that includes medical, nursing, allied health, administrative and ancillary staff.
- > A close working relationship with risk management, safety and quality, human resources and consumer engagement service.
- > Maintains effective working relationships with all staff across NALHN and relevant stakeholders.

External

- > Department of Health and Wellbeing
- > Other Local Health Networks
- > External Service Providers/NGO

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing conflicting priorities and meeting demands in ever-changing environment
- > Workload management for multiple senior clinical and management staff
- > Working across multiple sites and services.
- >

Delegations:

- > Group D Human Resources Delegation

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible to the NARS Senior Manager and NARS Head of Unit for the day to day functions of an administrative and secretarial support for the service, including:	<ul style="list-style-type: none"> > Lead day-to-day delivery of a range of efficient and professional administrative and organisational support to meet strategic and operational business needs > Assess incoming correspondence (including e-mail), identifying and attending to urgent enquiries including referring documentation to appropriate individuals for action, following up outstanding matters and providing feedback. > Assess telephone calls, ensuring that relevant telephone enquiries are brought to the attention of the appropriate individuals for action. > Investigate, prepare, proofread and edit sensitive and high-level correspondence i.e. consumer complaints > Develop, implement and maintain effective and confidential office management practices, procedures and standards. > Manage risks and provide ethical decision making in the achievement of organisational goals to manage proactively the business support services function. > Acting as contact point for internal and external staff and stakeholders. > Coordinating and facilitating meetings, booking rooms and liaising with attendees developing agenda, taking minutes of meeting, note taking and maintaining a system of follow up on outstanding matters and or action items. > Undertaking workload and workflow management. > Provide advice and support for a range of functions to the Divisional Directors and Executive Office, ACRPC. > Contributing to sourcing appropriate and accurate data (client and service delivery) for use by the NARS Senior Manager and NARS Head of Unit. > Promote an integrated team approach and culture which is highly responsive and customer focused with the Administration team. > Maintain effective working relationships within NAHLN including project teams and external agencies, private consultants and other stakeholders to enhance responsiveness. > Keep up to date with and informed on a wide range of policies and delegation levels which include financial, procurement, contractual and corporate governance policies and procedures.
Contribute to the provision of an effective level of clerical support to the Service including:	<ul style="list-style-type: none"> > Undertaking projects, producing project reports, and professional correspondence. > Monitor and review administrative systems, identifying areas requiring improvement, leading recommendation for change and managing the implementation of those processes. > Write, implement, monitor and review appropriate policies, procedures and guidelines as they relate to administrative processes. > Assist in the development and evaluation of policies and systems for improved services. > Manage the resolution of difficult enquiries and customer complaints in accordance with recognised procedures. > Supporting the NARS Clinical Managers, Senior Manager and Medical Head of Unit, in the undertaking of projects and research. > Report on progress and outcomes of projects and tasks to the NARS Senior Manager.

<p>Contribute to the planning and organising of Service, Interdivisional and Interagency Committees, meetings and Working Parties by coordinating and preparing agendas, taking minutes, compiling and distributing responses from committees/ working groups and following through on agreed agenda actions, including:</p>	<ul style="list-style-type: none"> > Leading and coordinating the implementation and maintenance of systems for data and file management across the service i.e. mandatory training and performance review and development internal tracking sheets. > Leading and overseeing the provision of a high functioning reception and administration service to NARS and SpARC outpatient services. > Provide guidance and leadership to relevant AS02 Divisional Administration staff across the service. > Preparation and distribution of papers, attending and minute/action taking and actively completing/following up actions on all Service meetings and assigned Divisional/NALHN/Standards meetings and working groups.
<p>Contribute to the timely and effective coordination of projects within the Service and provide project services by:</p>	<ul style="list-style-type: none"> > Participating in relevant training and development activities. > Participating in relevant decision-making processes, especially with regards to administrative support services, policies and procedures. > Participating as an effective team member. > Participating in the attainment and maintenance of a work ethos that focuses on the achievement of identified program/service outcomes. > Demonstrates best practice and commitment to quality standards, proactively identifying needs for improvement and showing initiative in meeting these improvement needs. > Assist in meeting Accreditation requirements.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Proven ability to effectively work under pressure and to tight time constraints and meet deadlines.
- > Proven ability to be self-directed with minimal supervision in proactively carrying out tasks to facilitate workload flow.
- > Commitment to continuous professional development personally and of all administrative staff.
- > Demonstrated ability to liaise, negotiate, mediate and develop effective working relationships within a multidisciplinary environment using tact, discretion and impartiality.
- > Proven ability to analyse complex situations and devise innovative and creative solutions in an environment characterised by large workloads, interruptions and change.
- > Highly developed verbal and written communication, liaison and public relations skills to interact and foster trust and cooperation effectively with all levels of management and staff of public and private sector clients in a health environment.
- > Proven ability to work with a high degree of independence, determine priorities, anticipate requirements, meet stringent deadlines and perform high quality work under pressure,
- > Proven ability to interpret policy and procedures and implement same in providing a high standard of professional client centered services.
- > Ability to recognise and deal discretely with confidential matters and demonstrate integrity of the highest order, to exercise diplomacy appropriate to sensitive personnel and management issues.

Experience

- > Demonstrated experience establishing, maintaining and reviewing systems, practices, protocols, policies and procedures, and proactively reviewing these to accommodate changes.
- > Proven experience using computerised word processing equipment and packages in particular Word, Excel, PowerPoint and Visio.
- > Proven experience in establishing, maintaining and controlling appropriate records and filing systems.
- > Demonstrated experience arranging and providing high level support for meetings (including minute taking, formulating agendas and attending to follow-up actions), conferences and functions.
- > Experience in managing a busy office, including the ability to prioritise workload and meet multiple competing demands in a time effective manner.
- > Experience in undertaking minor research projects, including the compilation of data and the preparation of briefing documents and summary reports.
- > Experience with working in a multi-disciplinary team environment.
- >

Knowledge

- > Sound knowledge of administrative procedures and policies.
- > Sound knowledge of grammar, spelling and layout/presentation of documents
- > Sound knowledge and understanding of the principles of confidentiality.
- > Understanding of Work Health and Safety principles and procedures
- > Understanding of the Australian National Safety & Quality Health Service Standards.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Accredited studies in administration/secretarial/office management.
- > Accredited courses in computer skills (various)

Personal Abilities/Aptitudes/Skills:

- > Ability to initiate and implement workplace change, particularly in relation to the identification and evaluation of improved work practices.
- > Ability to effectively identify access and use administrative support resources and information in accordance with government policy and procedure guidelines.

Experience

- > Previous experience in a similar role working in a health-related environment.
- > Experience in the operations of a health service office and/or executive levels of an agency.
- > Experience in providing administrative, clerical and secretarial support services within the Public sector.

Knowledge

- > Knowledge of performance development principles and procedures.
- > An understanding of government mechanisms and public sector administrative policies and procedures.

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 Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Child Safety (Prohibited Person) Act (2016)* must obtain a satisfactory criminal and relevant history screening for child related work through the Screening Unit, Department of Human Services.
- > Criminal Screening and Relevant History screenings must be renewed every 5 years thereafter from date of issue for 'Prescribed Positions' under the *Child Safety (Prohibited Person) Act (2016)* or every 3 years thereafter from date of issue for 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

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 Guidelines for Health Care Workers in South Australia 2014.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Child Safety (Prohibited Person) Act (2016).*
- > *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 & 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.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > South East Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 19/20 for NALHN is \$790M with a workforce of 3,857 FTE / 5,240 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.

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 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: