



## ROLE DESCRIPTION

<b>Role Title:</b>	Customer Service Officer
<b>Classification Code:</b>	ASO2
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network
<b>Hospital/ Service/ Cluster</b>	The Queen Elizabeth Hospital
<b>Division:</b>	Administrative Services
<b>Department/Section / Unit/ Ward:</b>	Switchboard
<b>Role reports to:</b>	Administration Coordinator (Switchboard)
<b>Role Created/ Reviewed Date:</b>	February 2023
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</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) <input type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Customer Service Officer reports to the Administration Coordinator (Switchboard) and is responsible for the provision of a high quality, confidential; customer focused administrative service to clients, staff and visitors of The Queen Elizabeth Hospital. This is achieved by responding to general frontline and telephone enquiries through the Switchboard, initiating paging, responding to the emergency phone and sending prompt and appropriate messages and direction in accordance with departmental policies and procedures.

### Key Relationships/ Interactions:

#### Internal

- > Liaises and works closely with all levels of CALHN personnel, patients and stakeholders
- > Establishes working relations and interacts with directorates within CALHN, the Department of Health and other government and non-government stakeholders

#### External

- > State and Commonwealth Government agencies, contractors and external stakeholders including members of the public

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Ability to work under limited supervision in a demanding customer service environment
- > Ability to work under pressure in a fast-paced environment
- > Contribute to the achievement of a Single Service Multiple Site strategy

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of a high quality customer service for both internal and external clients by:	<ul style="list-style-type: none"> <li>&gt; Ensuring a professional and responsive first point of contact for patients, clients, staff and the general public.</li> <li>&gt; Providing an effective customer service role focussed in telecommunication by demonstrating courtesy and accurate information for all enquiries.</li> <li>&gt; Providing prompt delivery of telecommunication services by directing of telephone calls, pager requests and frontline public related queries in keeping with protocols and professional customer service etiquette.</li> <li>&gt; Providing prompt responses to Emergency telephone calls and Emergency Code calls.</li> <li>&gt; Recording, relating and passing on verbal and written information in regards to roster changes, on-call staff, directions and messages.</li> <li>&gt; Operating paging systems, including dispensing and maintenance of pagers and providing information and advice on how to operate pager units quickly and accurately.</li> <li>&gt; Ensuring close liaison with security, duty nurse co-ordinators and other delegated staff with appropriate screening and redirection of telephone calls and patient enquiries.</li> <li>&gt; Prioritising own workloads to ensure desired outcomes are achieved.</li> <li>&gt; Exercising personal judgement and initiative in the provision of efficient enquiries and telecommunication services including problem resolution and emergent response when organising and processing client requests.</li> <li>&gt; Maintaining discretion, exercising judgment where necessary to resolve problems within the scope of your role.</li> <li>&gt; Adhering to the hospital's policy on confidentiality of patient information at all times.</li> </ul>
Organise workplace information by:	<ul style="list-style-type: none"> <li>&gt; Regularly updating knowledge relating to enquiries and switchboard responsibilities</li> <li>&gt; Promptly reporting any faults which may be identified to the Administration Coordinator (Switchboard) and other delegated personnel as identified in the switchboard operator manual.</li> <li>&gt; Contributing to the maintenance of the computerised directory by updating and editing information for the database as required.</li> <li>&gt; Contributing towards the preparation of reports and or other information.</li> <li>&gt; Recording and maintaining statistical information in relation to the flow of communications through the Switchboard</li> <li>&gt; Providing administrative assistance to the Administration Coordinator (Switchboard) as required.</li> </ul>
Work effectively in the organisation by:	<ul style="list-style-type: none"> <li>&gt; Attending and actively participating in the staff meetings.</li> <li>&gt; Attending and actively participating in professional development, training and education sessions as required.</li> <li>&gt; Contributing to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner.</li> <li>&gt; Contributing to the positive cohesive workplace environment within the office demonstrating respect for advice and feedback by fellow Customer Service Officers.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational**

- Nil

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

- Highly developed and effective interpersonal and communication skills
- Demonstrated ability to be customer focussed
- Sound organisational skills and the ability to prioritise workload and meet deadlines
- Demonstrated ability to be positive and adapt to change
- Ability to problem solve and make decisions within set guidelines
- Ability to work independently and within a team environment
- Demonstrated ability to maintain confidentiality
- Ability to use computerised administrative and office systems

#### **Experience**

- Experience in completing a wide range of administrative tasks of a repetitive nature to a high standard
- Experience working in a customer service environment

#### **Knowledge**

- Knowledge of Equal Employment Opportunity and Work Health and Safety principles and procedures and the commitment to implement them

### **DESIRABLE CHARACTERISTICS**

#### **Experience**

- Previous experience working in a hospital environment
- Previous experience working in a Switchboard / Call Centre environment

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### 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 *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* 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.

### 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)*.
- > *Children's Protection Act 1993 (Cth) – '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 & 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.

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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.

### 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 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., Country Health SA 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.

## Central Adelaide Local Health Network:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehab Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including Imaging, Pathology and Pharmacy, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

## Division/ Department:

The Switchboard Customer Service Officer is a part of the Administrative Services team across CALHN. Administrative Services consists of the Switchboard, Car Park, Transport (TQEH), Heritage Office and Clinical Photography (TQEH) who report to the Team Leader, Administrative Services.

## 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:

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### 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	11/07/18	Minor formatting with order of information amended.
V4	11/07/18	06/01/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	07/01/2019		Statement regarding Financial recovery plan added to Organisational context for CALHN White Ribbon statement included Cultural Commitment statement included Child protection legislation "Children and Young People (Safety) Act 2017" updated under Special Conditions Link to HR Delegations and Financial Delegations included under Delegations Statement regarding South Australian Charter of Health Care Rights included under General Requirements Minor formatting with order of information amended.
V6	06/03/19		Immunisation Risk Category checkbox has been included Statement regarding immunisation requirements has been included under Special conditions – "Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
V7	14/12/22		General amendment to layout Amended missing section of Organisation Context
V8	01/02/23	Ongoing	Added categories for immunisation requirements on front page. Immunisation Risk Category Requirements changed to CAT B as per WHS policy.