

<b>Position</b>	Senior Administration Officer
<b>Classification</b>	ASO3
<b>Division</b>	Rehabilitation, Aged and Palliative Care
<b>Department / Section / Unit / Ward</b>	Nursing and Quality and Safety
<b>Role reports to</b>	Operationally: > Nursing Directors & Quality and Safety Manager Professionally: > Manager, Administrative Services
<b>CHRIS 21 Position Number</b> P41640	<b>Role Created / Review Date</b> 24/02/2023
<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 Senior Administration Officer is accountable to the Nursing Directors and Quality and Safety Manager for the provision of an efficient and effective support service to the Nursing Directors and Quality and Safety Manager within the Division of Rehabilitation, Aged and Palliative Care.

The incumbent is required to provide high level support to Divisional committees as directed by the Manager Administration Services and/or Nursing Directors and Quality and Safety manager.

Undertake project management tasks as delegated

The incumbent will provide service/peer leadership in line with the Division of RAP purpose and impact; promoting the values within the 'Divisional Way' for every patient, family and colleague encounter:

- > **Our Impact** - We deliver a reliable health system. Patients and families are better prepared to live their lives
- > **Our Divisional Way** - Respectful, Communicative, Supportive, Compassionate
- > **Our Purpose** - Optimising quality of life in Rehabilitation, Aged Care and Palliative Care Service

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

- > Nil

### Key Relationships / Interactions:

Internal:

- > The Senior Administration Officer is accountable to the Manager, Administration Services RAP professionally
- > The Senior Administration Officer is accountable to Nursing Directors and Quality and Safety manager.
- > The Administration Officer will have a close working relationship with members of the staff within the Division of Rehabilitation, Aged and Palliative Care

External:

- > The Senior Administration Officer will liaise with external providers to deliver a professional and efficient service to patients and their families

#### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Providing administrative and other high level support to the Nursing Directors and Quality and Safety manager including for committees through preparation of agendas, minutes, coordination of action items and dissemination of agenda and papers to committee members
- > Ability to manage conflicting priorities to achieve the best outcomes for Nursing Directors and Quality and Safety manager.
- > Ability to make decisions to achieve completion within strict timeframes

#### 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.

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- > 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.
- > *Mental Health Act 2009 (SA)* and Regulations.

#### 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.
- > May be required to travel between sites across SALHN

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Key Result Areas	Major Responsibilities
Administration Support	<ul style="list-style-type: none"> <li>&gt; Provides an efficient and effective administrative support to the Nursing Directors and Quality and Safety manager.</li> <li>&gt; Establish priorities and ensure that allocated tasks are performed to a high standard within specific deadlines</li> <li>&gt; Coordination of diary appointments, meetings and preparation of paperwork for meetings</li> <li>&gt; Provide executive officer support to committees for the Division of Rehab Aged and Palliative Care, including agenda preparation, minute taking and follow up of action items</li> <li>&gt; Preparation of paperwork in a timely manner to meet established deadlines</li> <li>&gt; Processing of invoices through Basware, ordering stationery through Oracle</li> <li>&gt; Maintain accurate records and provide administrative support relating Nursing and Quality and Safety reclassifications</li> <li>&gt; Assist with the recruitment process and completing HR paperwork</li> <li>&gt; Organise meetings and venue bookings as requested</li> <li>&gt; Provide project support to the Division of RAP as allocated</li> </ul>
Contribute to general office functions	<ul style="list-style-type: none"> <li>&gt; Provide support to staff within the Division of Rehab</li> <li>&gt; Sorting and distribution of incoming mail</li> <li>&gt; Contributing to the general up keeping of the office</li> <li>&gt; Ordering of stationery</li> <li>&gt; Actively participate in the Performance Review and Development program, and undertake additional training where required</li> <li>&gt; Effectively assess and distribute agency invoices through Basware</li> <li>&gt; Photocopying, faxing, filing and other general clerical duties as required</li> </ul>
Contribution to effective operation of the service	<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

- > High level of personal organisation skills and the ability to work under pressure and to meet tight deadlines
- > Interpersonal skills consistent with providing high level quality customer service and the trust and co-operation of others
- > Ability to communicate effectively with a broad range of people in a verbal and written manner
- > Ability to handle confidential and sensitive information in a professional manner
- > High level of written and verbal communication
- > Ability to use initiative and work largely independently
- > 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

- > Extensive experience in the provision of secretarial services to senior managers
- > Experience in taking minutes at meetings
- > Experience in the use of word processing and spread sheet packages which results in the production of high quality, keyboard work
- > Experience in establishing and maintaining appropriate records and filing systems
- > Demonstrated experience in problem solving
- > Demonstrated experience to develop and manage excel spreadsheets
- > Demonstrated experience to manage various processes simultaneously, efficiently and effectively
- > Demonstrated experience in the preparation of committee papers

### Knowledge

- > 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

- > Nil

### Experience

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

### Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > General knowledge of the operations of a large Health Unit

**Educational/Vocational Qualifications**

- > Nil

**Other Details**

- > Demonstrated experience in problem solving
- > Proven experience in the preparation of correspondence
- > Experience in the effective use of the following systems:
  - Excel
  - Word
  - Adobe
  - Outlook
  - Dropbox

### 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](#)



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**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.



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**Role Acceptance**

I have read and understand the responsibilities associated with the Senior Administration Officer in the Division of Rehabilitation, Aged and Palliative Care and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date