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| Southern Adelaide Local Health Network | Non Managerial Role Description |
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| Position | Casual Administrative Assistant – Rehab Services |
| Classification | AS02 |
| Division | Rehabilitation, Aged and Palliative Care |
| Department / Section / Unit / Ward | Various |
| Role reports to | Operationally: > Administration Manager, Rehab, Aged and Palliative Care Professionally: > Administration Manager, Rehab, Aged and Palliative Care |
| CHRIS 21 Position Number P10514 | Role Created / Review Date 01/05/2018 |
| Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check) | Immunisation Risk Category Category C (minimal patient contact) |

JOB SPECIFICATION

Primary Objective(s) of role:

Responsible to the Manager, Casual Pool for the provision of a quality administrative service to the hospital, covering vacant AS02 admin positions

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

- The Casual Administrative Assistant reports directly to the Administration Manager, Div RAP

Key Relationships / Interactions:

Internal:

- Operationally reports to Manager, Casual Pool and relevant area Manager
- Professionally reports to Manager, Casual Pool and relevant area Manager
- Works collaboratively with staff and all members of the hospital
- Contributes to the day to day operations of the hospital

External:

- Works collaboratively with staff from other areas of SALHN and SA Health
- Provides administrative customer service to members of the general public presenting to the hospital in the relevant area

Challenges associated with Role:

Major challenges currently associated with the role include:

- Constant changes in work environment and roles

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.)

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| 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.
- > *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.

| Key Result Areas | Major Responsibilities |
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| Direct/indirect patient/client care | <ul style="list-style-type: none"> Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. |
| Contributes to the provision of a comprehensive, consumer-oriented and efficient service by: | <ul style="list-style-type: none"> covering the vacant ASO2 position as appropriate ensuring data in EPAS is accurate, complete and up-to-date make appointments as necessary, eg outpatients, transport prioritising the sequential filing of inpatient forms within the medical record in a timely and accurate manner Maintain appropriate stocks of stationery. Other relevant duties as required. |
| Contribute to the maintenance of a high organisational standard of Customer Service by: | <ul style="list-style-type: none"> acting in a professional manner at all times when dealing with internal and external clients; positively promoting the organisation both internally and externally; providing prompt and courteous service to all clients including colleagues, other departments and the community; maintaining confidentiality on all issues relating to the organisation, the clients and fellow colleagues; treating all customers with respect and equality whilst being responsive to their needs; maintaining a professional and pleasing telephone manner and being responsive to telephone enquiries; maintaining dress and personal presentation standards appropriate to the working environments and that reflect organisational standards and regulations at all |
| Contribute to your personal, professional development to meet the changing needs of your position, career and industry by: | <ul style="list-style-type: none"> attending and being actively involved in all Mandatory and other relevant training sessions provided by the organisation within required timeframes; actively participating in the Performance Development process including Annual Performance Review, which assists to identify your professional and personal development requirements |
| Contribute to an environment of positive teamwork and communication by: | <ul style="list-style-type: none"> being aware of, and practice according to, the organisation's mission, objectives, core values and strategies; demonstrating the ability to work consistently positive within a team (and/or across teams) to achieve team goals; working harmoniously with other team members to achieve service delivery excellence; resolving any workplace conflict or grievances in a professional manner and through the correct organisational processes; maintaining and initiating regular and professional communication with all relevant colleagues and managers. |
| Contribute to continuous improvement and the quality management system at FMC by: | <ul style="list-style-type: none"> participating in Team planning activities; demonstrating understanding of, and compliance with, standards of practice, external legislation and FMC policies and procedures that relate to this position and the organisation; aiming to improve the quality of work processes and individual work practices; participating in and contributing to the accreditation process including the recording of quality activities in the FMC Quality Register |

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| Contribute to the maintenance of sound administration and documentation practices by: | <ul style="list-style-type: none"> • Ensuring that all documentation is accurate and completed in a professional and timely manner and is in accordance with any organisational and/or legislative requirements where applicable. • Comply with the principles of the Code of Fair Information Practice, adopted by the Department of Human Services, which regulate the collection, use, disclosure, storage and transfer of all personal patient/client information within the Department and throughout its funded service providers by: <ul style="list-style-type: none"> - maintaining an awareness and understanding of the principles of the Code of Fair Information Practice; - adhering to those principles as they relate to the performance of the duties of your position. |
| Contribution to effective operation of unit | <ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > 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). > 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. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role. |

1. ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

> Nil

Personal Abilities/Aptitudes/Skills

- Ability to prioritise work to ensure an efficient flow of quality services to clients, staff and the public
- Possess a friendly, helpful disposition and the ability to remain calm in challenging situations.

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

- Fast, accurate and timely keyboard experience to ensure information is available to other users of the computer system.
- Experience working in a busy, multi-disciplinary setting (preferably health)
- Experience working with minimal supervision and using initiative for problem solving and dealing with several tasks at the same time.
- Experience working with confidential information.
- Experience communicating effectively with all internal and external customers.
- Experience working with filing systems to ensure correct filing of patient results.
- Experience working in a customer service environment.
- 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

- 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.
- Experience working in a health setting

knowledge

- Awareness of the Charter of Health and Community Services rights.

Educational/Vocational Qualifications

> Nil

Other Details

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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.

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| 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 |

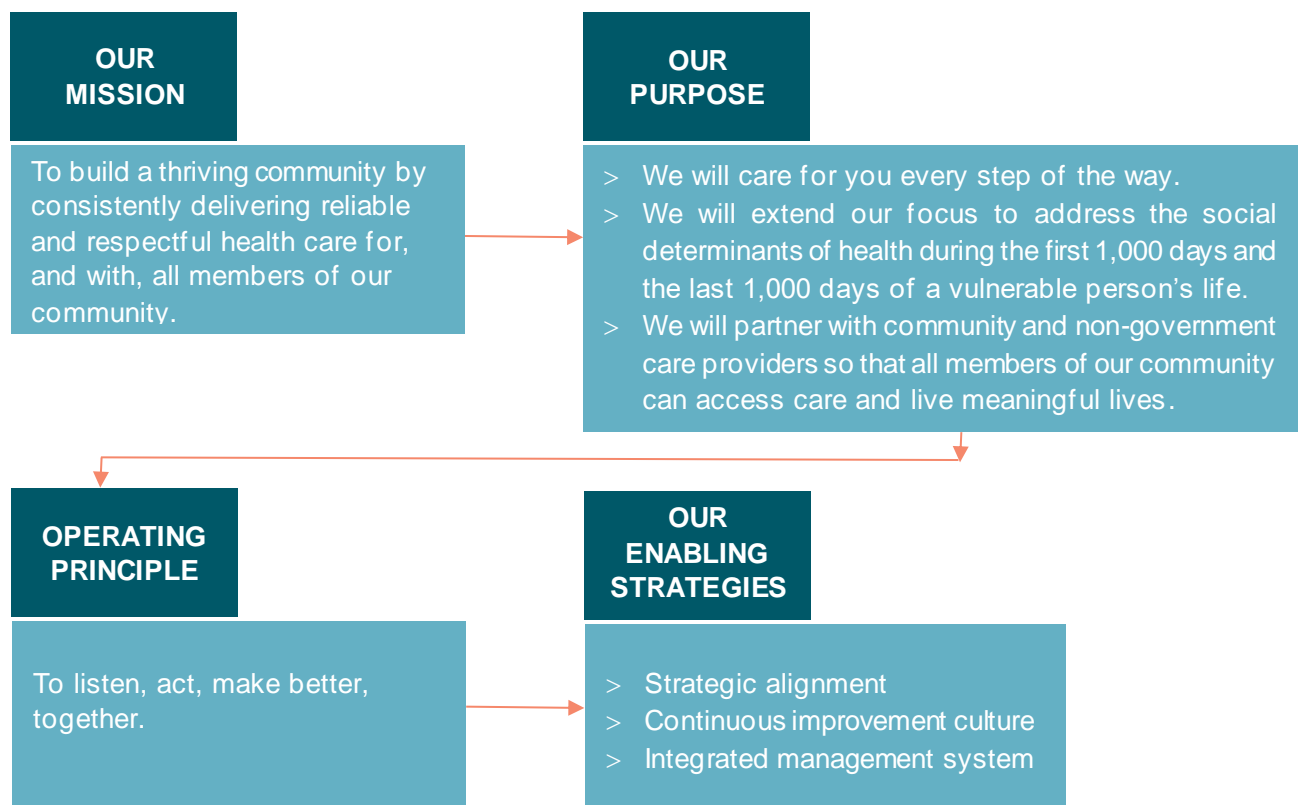
Southern Adelaide Local Health Network (SALHN)

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 Casual Administrative assistant 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