



ROLE DESCRIPTION

Role Title:	Administration Support Officer (Casual)
Classification Code:	ASO2
LHN/ HN/ SAAS/ DHA:	CHSALHN
Hospital/ Service/ Cluster	Barossa Hills Fleurieu Region
Division:	Barossa Hills Fleurieu Regional Community Health Service
Department/Section / Unit/ Ward:	Administration Support
Role reports to:	Team Leader
Role Created/ Reviewed Date:	September 2007 Reviewed August 2016
Criminal History Clearance Requirements:	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Administration Support Officer is responsible for the provision of a high quality, confidential, customer focused administrative service to clients, staff and visitors for the Barossa Hills Fleurieu Region (BHFR)

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal

- Responsible to the Team Leader Administration
- Works as a member of the Administration team to achieve team outcomes in a cooperative and constructive manner.
- Maintains effective working relationships and works collaboratively with all members of the Barossa Hills Fleurieu Region and staff from other agencies.

External

- Maintains effective working relationships and works collaboratively with staff from other agencies.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working in a complex and changing work environment.
- > Managing competing demands and working in high pressure role.

Delegations:

- > As per HR and financial delegations manuals.

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 too:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > 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.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

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 (DCSI).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of working in Aged Care.
- > Prescribed Positions will also require a NPC general probity clearance.
- > Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to high quality customer service for both internal and external clients by	<ul style="list-style-type: none">> Providing administrative support to Team Leader and Business Support Manager as appropriate.> Provide administration and clerical support to all staff as required.> Responding to incoming telephone calls and providing accurate information to telephone queries.> Welcoming visitors in the reception area in a professional manner and ensuring they are promptly and pleasantly directed appropriately.> Booking of appointments and resources.> Networking and establishing working relationships with other administrative colleagues.> Taking and relaying clear and accurate messages.
Administrative support, services and duties	<ul style="list-style-type: none">> Ordering of stationery for BHFR.> Processing and raising of invoices and accounts.> Assisting with information technology issues and providing a computer support/help desk service to staff.> Willingness to work in other areas of the Administration Support team as required and directed.> Perform other administrative tasks and duties as directed by Team Leader.> Contribute to maintaining up to date work instructions, telephone lists/directories/communication tools at relevant sites> Contribute to the maintenance of buildings and equipment,

	<p>submitting maintenance requests when necessary, including responding to photocopier usage reports, ensuring staff/public notice boards are presentable and that buildings are secure upon leaving as appropriate.</p> <ul style="list-style-type: none"> > Undertaking accurate and timely word processing, preparation and editing of letters, minutes and other correspondence in accordance with Departmental practices and procedures > Assisting with the sorting, processing and distribution of electronic and hard correspondence as directed
Maintaining accurate electronic & hardcopy records and files by	<ul style="list-style-type: none"> > Updating, filing and retrieving of relevant records and files. > Closing records and files as required. > Maintaining appropriate record management storage and retrieval systems for current and non-current files. > Contributing to the management of client records as per DHS Retention Disposal Schedule 2014/2023 > Ensure data integrity by entering timely and correct client statistical information into the electronic system
Continuous improvement	<ul style="list-style-type: none"> > Develop and maintain professional, effective and collaborative working relationships between all relevant work units and team members, to support the efficient delivery of administrative, financial, and human resource services. > Provide input into BHFR policy, standards and operational plans, to support future planning. > Project/change frameworks established support achievement of quality accreditation standards
Corporate Compliance	<ul style="list-style-type: none"> > Comply with all SA Health and Country Health SA Local Health Network Inc workplace policies and procedures. > Comply with the Code of Ethics for Public Sector Employees. > Being responsible and accountable for adequately managing the official records he/she creates and receives according to relevant legislation, policies and procedures. > complying with relevant data collection processes and reporting requirements > contributing to the teaching and development of others > participating in relevant meetings > participating in personal and professional development including annual performance review. > Utilising philosophies and principles of social justice and primary health care within work practice > Participate in all activities associated with the management of workplace health and safety. > Promote awareness and compliance with Equal Employment Opportunity principles. > Ensure cultural sensitivity is maintained by attending and contributing to their learning in diversity of Cultural awareness and cross cultural training, with a frequency determined as appropriate by the organisation. > Contribute to the well-being of people in South Australia through participation 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.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Proven ability to communicate effectively both verbally and in writing with a wide range of clients, members of the community, health service staff and staff from other agencies.
- Demonstrated ability to work as a member of a team and contribute positively to a spirit of team cooperation.
- Proven excellent interpersonal and customer service skills.
- Consistently demonstrate an attentive helpful manner, including dealing with difficult clients.
- A high level of competency in the use of computers, word processing and office administration processes and procedures.
- Sound word processing and data entry skills.
- Ability to comply with the health service policy on confidentiality.
- Ability to effectively deal with conflict situations and to negotiate and advocate on behalf of clients and staff

Experience

- Experience in providing administrative & clerical support services.
- Experience in all Microsoft office programs
- Experience in a client data base program

Knowledge

- Knowledge of primary health care and community health principles;
- A general knowledge of Government Administrative Instructions and procedures and relevant legislation.
- Knowledge of current Microsoft suite of programs
- Knowledge of office and clerical procedures
- Knowledge of Quality Management Systems (Accreditation process)

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Possess proven organisational skills and an ability to cope with high volumes of work/enquires and meets deadlines.
- Ability to use time and task management skills to optimise the organisation and efficiency of the Administration Department.

Experience

- Administration experience in a Health Service environment.
- Experience in the use of Country Consolidated Client Management Engine (CCCME)
- Experience working in relevant human services area such as Community Services, Aged Care, Disability Services, Mental Health Services or Acute Hospital Services

Knowledge

- Knowledge of customer services principles.
- Knowledge of CCCME Reporting and Referral Episode Tools

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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:

Supporting rural and remote South Australians to be healthy, the Country Health SA Local Health Network (CHSALHN) is committed to partnering with individuals, communities and staff to deliver high quality, high value health care that enhances the lived experience of rural and remote South Australians and their carers and families. The CHSALHN is committed to enhancing the satisfaction and promoting the talent of its workforce. The CHSALHN is part of SA Health and oversees the rural public health system in South Australia. We are transforming health care and delivering health benefits so that rural and remote South Australians lead healthier lives. We provide acute health services to over 94,000 people and a further 175,000 people annually at country emergency departments. Our network incorporates 65 hospitals and 240 health services sites, and employs 7,925 people. We are accredited with the Australian Council on Healthcare Standards for four years until 2015. The CHSALHN works with the Country Health SA Local Health Network Health Advisory Council and the 39 country Health Advisory Councils to provide industry leadership and administer the rural public health system in South Australia. Health Advisory Councils are consultative bodies that advise the Minister for Health and Ageing to provide a more coordinated, strategic and integrated health care system to meet the health care needs of South Australians.

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 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: