

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Support Services Officer (SSO)
Position Number:	Generic
Classification:	Health Services Officer Level 4
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Hospitals South - Critical Care, Clinical Support and Investigations Department of Critical Care Medicine
Position Type:	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
Location:	South
Reports to:	Nurse Unit Manager - Intensive Care
Effective Date:	October 2022
Check Type:	Annulled
Check Frequency:	Pre-employment
Position Features:	Fully rotational shift work

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

As a member of the Royal Hobart Hospital's Department of Critical Care Medicine (DCCM) operational support team, the Support Services Officer (SSO):

- Provides support services to ensure the effective and efficient operation of DCCM.
- Contributes to and participates as a member of the health team.
- Decontaminates, sterilises and maintains specialised equipment
- Assists with the manual handling of patients.

Duties:

1. Under the direct supervision of a Registered Nurse assist in the dignified and safe lifting and positioning of patients within DCCM, utilising specialist lifting and positioning equipment and attachments.
2. Operate decontaminating & sanitising equipment appropriate to the DCCM environment and decontaminate and clean general and specialised equipment within infection control guidelines.
3. Maintain the cleanliness of specialised equipment, including cleaning of the surrounding environment and patient spaces within infection control guidelines.
4. Monitor equipment and stock levels, initiating appropriate action as required.
5. Report malfunctioning equipment.
6. Ensure patient confidentiality.
7. Collect and deliver urgent pathology specimens, blood products, medications and patient histories as required.
8. Undertake basic clerical duties as required for record keeping.
9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

- Perform delegated tasks in an efficient, effective and safe manner under the direct supervision of a Registered Nurse.
- Treat all patients with respect and demonstrate appropriate conduct with confidentiality regarding patients, family members, service providers and advocates.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Demonstrated ability to maintain the cleanliness of equipment and the environment according to infection control principles, standards and processes.
2. Demonstrated ability to monitor equipment and stores levels and initiate appropriate action.
3. Knowledge of and demonstrated ability to work within manual handling guidelines and appropriate Work Health and Safety Legislation and codes of practice when positioning patients.
4. Demonstrated effective communication and interpersonal skills, including the ability to work effectively within a team environment.
5. Knowledge of, or an ability to acquire, a basic understanding of electronic patient information management systems.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse

backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).