



## ROLE DESCRIPTION

<b>Role Title:</b>	Senior Support Services Officer
<b>Classification Code:</b>	WHA 5
<b>LHN/ HN/ SAAS/ DHW:</b>	Central Adelaide Local Health Network (LHN)
<b>Hospital/ Service/ Cluster:</b>	Hampstead Rehabilitation Centre
<b>Division:</b>	Operational Services
<b>Department/Section / Unit/ Ward:</b>	Support Services
<b>Role reports to:</b>	Team Leader Support Services
<b>Role Created/ Reviewed Date:</b>	November 2024
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children’s Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input 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 Senior Support Services Officer is accountable to the Team Leader Support Services and works within a multidisciplinary team care environment supporting clinicians and direct client service to patients.

### Key Relationships/ Interactions:

#### Internal

- The Senior Support Service Officer reports to the Team Leader, Support Services.
- When working in the clinical units, the Senior Support Service Officers reports through the CNC of respective wards. For after hours, the Senior Support Service Officers reports to the AHC and the Security Officer reports to the AHC on emergency and other security related matters.

#### External

- SA Health employees, local, State and Commonwealth Government agencies, contractors and external stakeholders including members of the public and patients as required.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- CALHN has committed to a single service, multiple site model where services will be standardised across hospital and health services sites

**Delegations:**

- Levels/limits of authority in relation to finance, human resources and administrative requirements are defined by the Departmental delegations and policies.

**Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Contributing to an effective and responsive service to patient care by;	<ul style="list-style-type: none"> <li>• Bathing, showering, personal hygiene, dressing and grooming of clients.</li> <li>• Transferring and lifting patients, including the use of mechanical aides.</li> <li>• Information recording.</li> <li>• Caring of clients with special needs.</li> <li>• Effectively liaising with nursing, maintenance and other appropriate staff and respond as required to needs identified.</li> <li>• Effectively consulting with staff to maintain a safe work environment in accordance with the agency's occupational health, safety and welfare policies and procedures.</li> <li>• Programming detailed work functions.</li> <li>• Removing general waste, pathological waste and food waste from clinical and non-clinical areas in accordance with safe practice guidelines.</li> <li>• Interpreting complex instructions and procedures.</li> <li>• Providing guidance and assistance within their area of expertise to other employees which may include developing, arranging and delivering internal and external training.</li> <li>• Contributing to the on-going review, development and implementation of guidelines and procedures for direct care services.</li> <li>• Performing tasks relevant to a particular worksite or location either individually or as a team member.</li> </ul>
Contributing to an effective security and emergency response service to the campus by:	<ul style="list-style-type: none"> <li>• Operating, monitoring and testing complex alarm, surveillance and evacuations systems and coordinating an appropriate response from a given range of responses.</li> <li>• Patrolling activities, both inside and outside, either on foot or by car and maintaining security of buildings, contents and grounds.</li> <li>• Responding to all emergency situations and alarms and conducting emergency evacuations in the case of a bomb threat and/or fire and crowd control.</li> <li>• Assist with violent and aggressive clients.</li> <li>• Conducting investigations and searches as required and assisting with lost and found.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintaining an attendance register and controlling key issues for staff and maintaining an up-to-date daily report logbook and forms.</li> <li>• Monitoring vehicular and pedestrian traffic.</li> <li>• Liaising with police, fire, and ambulance officers, and other emergency services, when required.</li> <li>• Checking for correct operation of plant and equipment including firefighting equipment.</li> <li>• Preparing statements and writing of incident reports relating to investigation of security breaches.</li> <li>• Act as an Authorised officer as appointed for the purposes of maintaining the Bylaws under the Health Care Act 2008 and carry out all associated duties under this appointment.</li> <li>• Provide first aid as a designated first aid officer for the site.</li> </ul>
<p>Other activities as required to support the successful delivery of quality services within a care environment</p>	<ul style="list-style-type: none"> <li>• Maintaining a strong customer focus and a commitment to continuous improvement.</li> <li>• Relieving on switchboard during absences and peak periods.</li> <li>• Regularly reviewing and keeping abreast of all administrative and policy changes.</li> <li>• Taking action in preventing and correcting errors whenever possible.</li> <li>• Participating in the design and conduct of quality assurance programs in the Unit.</li> <li>• Undertaking training as required and maintaining required skills and knowledge applicable to the role.</li> <li>• Cooperating with other employees to resolve any conflicts or difficulties encountered during the course of duty and report any major conflicts/difficulties to relevant delegate.</li> <li>• Providing timely negotiation of leave and notification of sick leave with the Team Leader or delegate that have impact on service delivery.</li> </ul>
<p>To contribute toward the provision of a safe, healthy and equitable work environment for self and others by:</p>	<ul style="list-style-type: none"> <li>• Reporting all accidents, incidents and near misses.</li> <li>• Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others.</li> <li>• Carrying out responsibilities as detailed in Work Health and Safety policies and procedures.</li> <li>• Maintaining a knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- Completed AQF Certificate III relevant to the position.

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

- Completed at least 560 hours satisfactory in-service experience.
- Ability to work as a member of a team demonstrating cohesive team behaviours with a range of disciplines.
- Ability to communicate effectively with people from diverse backgrounds.
- Ability to develop rapport with clients and their families and visitors whilst maintaining confidentiality.
- Ability to perform under limited direction, assess and prioritise workloads to meet deadlines.
- Ability to handle difficult situations with confidence.

#### **Experience:**

- Completed at least **560 hours** satisfactory in-service experience.
- Proven experience in exercising own judgement and initiative in the day-to-day execution of a position.
- Experience working in a care environment.
- Experience in the provision of on-the-job training and providing guidance to other employees within level of expertise.
- Experience in providing security in a healthcare environment.

#### **Knowledge:**

- Working knowledge of and commitment to Equal Opportunity and OHS&W policies and legislation.
- Knowledge of and commitment to customer service principles.
- Knowledge of the day-to-day running of a support services environment.
- Knowledge and understanding of Hospital by laws.
- Authorised officers' responsibility under the *Health Care Act 2012*

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications:**

- A certificate in first aid fire fighting
- A certificate in Senior First Aid

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

- Ability to demonstrate leadership and apply leadership principles including the ability to present information and train other staff.
- Ability to write detailed security reports.

#### **Experience:**

- Experience working in a Security role and working with firefighting/evacuation and detection equipment.
- Experience with Microsoft software products, including Outlook and Microsoft Excel.
- Previous experience in a cleaning environment.

#### **Knowledge:**

- Knowledge of hospital policies and procedures

### Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017 (SA)* '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.

Staff are required to provide on the job training to co-workers.

Managers and staff are required to contribute to the safety and quality management system and continuous improvement by:

- > participating in Strategic, Divisional and Team planning activities as require
- > complying with standards of practice
- > aiming to continuously improve the quality of work practices and services.
- > participating in the evaluation of work practices and services
- > participating in the accreditation process as relevant to the position.

### **Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and 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.

### **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.

### **Cultural Commitment:**

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au) .

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Integrity Statement:**

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

## 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 the 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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 Rehabilitation Services and Acute beds only
- Repat Health Precinct
- 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:**

Support services provide a support to Medical and Nursing staff on the clinical units in the day-to-day nursing and rehabilitation of patients by providing a service of high quality to patients, visitors and all multi-disciplinary departments throughout the campus confines whose daily outcome depends greatly on the support services provided. To hold in high regard the physical and mental needs of clients and to respect their need for privacy and dignity during their stay at the Hampstead Rehabilitation Centre.

Support staff provide an Emergency Response Team membership, to deal with emergency situations and to ensure the safety of patients, staff and visitors regardless of the type of emergency. Provide support across all areas across the campus.

# Values

## Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

### Values

#### *People first*

### Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

#### *Ideas driven*

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

#### *Future focussed*

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

#### *Community minded*

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

## 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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

*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:**