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SA Health Job Pack

Job Title	Technical Officer TGO2
Eligibility	Open to Everyone
Job Number	720128
Applications Closing Date	10/4/2020
Region / Division	Central Adelaide Local Health Network
Health Service	SA Pathology
Location	Bedford Park
Classification	TGO2
Job Status	Full time, ongoing
Total Indicative Remuneration	\$78,590 - \$83,378

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Screening - **DHS**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category A (direct contact with blood or body substances)

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category A (direct contact with blood or body substances). [Please click here for further information on these requirements.](#)

Contact Details

Full name	Darren Scott
Phone number	82044518
Email address	Darren.Scott2@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Technical Officer		
Classification Code:	TGO-2	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	SCSS		
Division:	SA Pathology		
Department/Section / Unit/ Ward:	Automated Directorate		
Role reports to:	Scientific Lead/Laboratory Manager		
Role Created/ Reviewed Date:	2/5/19		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<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 (<i>minimal patient contact</i>)		

ROLE CONTEXT

Primary Objective(s) of role:

Insert Unique Role Overview

The following objectives for a Technical Officer at the classification level of TGO2 are as follows:

- > Activities at this level may be undertaken on an individual basis, or as the leader of a project team on minor technical projects, and will include a requirement to exercise knowledge and involve the application of technical judgement in support of research, operational and/or project programs.
- > Perform duties which demand expertise, experience and technical skills to undertake supervisory responsibilities within the team.
- > Provide reports and recommendations of technical suitability of equipment, procedures, processes and results.

Direct Reports:

Responsible to the Scientific Lead/Laboratory Manager

Key Relationships/ Interactions:

Internal

- > Interacts closely with personnel at all levels on a daily basis within SA Pathology regarding specimens, tests, results and equipment.

>

External

- > Communication with scientific / technical / medical / operational staff requesting further information and clarification in regards to specimens forwarded for pathology testing and or test results.
- > Exchange of information with requestors and personnel from other Pathology providers to retrieve samples, answer queries and provide test-related information.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Understanding the variations between test requirements.
- > Maintaining an efficient integrated workflow.
- > Understanding the need for courteous and clear communication at all times, particularly at times of high workload pressure.
- > Balancing complex and changeable work priorities requiring self-motivation and organisational skills.
- > Working in an environment of rapidly changing technology and knowledge

Delegations:

Delegated Level - No financial delegations in accordance with CALHN's Delegation of Authority Document

Special Conditions:

- The incumbent is required to fully participate in the laboratory Roster and after suitable training and competency assessment may be required to participate in a 24-hour / 7 day Roster which includes a shift roster and an on-call roster, (including weekends and public holidays).
- As required the incumbent may rotate through a range of laboratory work areas.
- 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 Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under *the Children and Young People (Safety) Act 2017* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007 (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) 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 Guidelines 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'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *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.*

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.

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.

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.

Resilience:

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

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Specialised Area	Insert in this box some points which are unique to this role in a particular area.
Service Provision	<ul style="list-style-type: none"> > Ensure that a high standard of technical and scientific performance is achieved and maintained. > Perform standard routine and more complex tests without direct supervision. > Undertake the supervision and training of staff in basic and specialised procedures. > Assessing test outcomes for accuracy and clinical relevance by using experience and knowledge and actively recognising which results require further investigation and/or immediate follow up. > Report routine and complex tests results within specified turnaround times. > Receive specimens into the laboratory (information system) and perform identity checks in accordance with established laboratory protocols. > Sort and prepare samples for testing and analyses including dispatch to other laboratories where appropriate. > Under the governance of the supervisor shall review and report results in accordance with defined laboratory guidelines and appropriate to technical grade delegations. > Provide high quality and accurate results within a timeframe determined through established KPIs > Ensure operational compliance to laboratory Quality Control protocols, monitor trends and provide comments to outlier results. > Establish and maintain effective working relationships with Laboratory Staff as appropriate regarding diagnostic interpretive or technical problems and resolving them efficiently. > Assist with the development of schedules, programs and procedures for planned maintenance, to meet business operational goals and objectives. > Assess equipment performance, reporting errors, trouble-shooting and implementing corrective actions. > Undertake and participate in development and research activities as required. > Apply inventory management principles so as to facilitate effective consumable utilisation. > Ensure the appropriate storage, safe transport and disposal of specimens.
Quality Management	<ul style="list-style-type: none"> > Actively participate in the application of Quality Management principles in accordance with appropriate regulatory framework. This includes: <ul style="list-style-type: none"> o Procedural audits and reviews as directed o Implementation of new methods and procedures o Ensuring acknowledgement of relevant procedural updates o Ensuring appropriate and immediate reporting of incidents, errors and complaints > Understand, maintain and apply the principles of internal quality control and external quality assurance programs and solve problems that may arise.

Professional Development	<ul style="list-style-type: none"> > Develop and maintain skills to ensure participation in all areas of the diagnostic laboratory service. > Maintain specialist expertise by reading scientific journals and by attending internal and external seminars, lectures and workshops.
Work, Health & Safety	<ul style="list-style-type: none"> > Contribute to Work Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed. > Report incidents and risks in a timely manner. > Handling and processing of biological hazardous samples. > Collaborate with senior staff in resolution of issues and mitigation of risks. > Complete mandatory training obligations including emergency evacuation and fire training.



Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Diploma or Advanced Diploma in an approved and recognised qualification or an equivalent.

Personal Abilities/Aptitudes/Skills:

- > Ability to complete variable workloads to a high standard.
- > Ability to prioritise and manage tasks and meet work deadlines according to standard laboratory procedures.
- > Ability to supervise and train other laboratory personnel.
- > Ability to prepare and present reports at laboratory staff meetings.
- > Ability to follow written and verbal instructions.
- > Positive commitment to customer service.
- > Communicate and work effectively within a team environment.
- > Sound interpersonal skills.
- > Ability to use initiative to solve problems.
- > Good numerical and keyboard skills.
- > Excellent oral and written communication skills.
- > Ability to work under limited supervision.
- > Ability to use various computer software to perform work duties.

Experience

- > Demonstrated experience in a relevant laboratory.
- > Experience in dealing with client requirements.
- > Experience in troubleshooting and problem resolution.

Knowledge

- > Knowledge of quality principles and procedures.
- > High-level knowledge of diagnostic laboratory practice.
- > Knowledge of Work Health, and Safety practices.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Evidence of the desire for self-improvement – attendance at seminars, courses etc.
- > Membership of a relevant, professional society.

Personal Abilities/Aptitudes/Skills:

- > Ability to show initiative and motivation in the performance of duties.
- > Proven supervisory, leadership and training skills.
- > Proven ability to communicate effectively with staff and management.
- > Proven ability to work independently with limited supervision.
- > An ability to work with staff at all levels.

Experience

- > Experience in working in a multi-disciplinary laboratory.
- > Experience in the operation of complex instrumentation and specialised laboratory equipment.
- > Experience in the coordination of staff.

Knowledge

- > Knowledge of NATA accreditation and quality certification requirements.
- > Knowledge of pathology computer systems.
- > Knowledge of the organisational structure and administrative procedures of SA Pathology.

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 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., Country Health SA 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
- 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.

Division/ Department:
Automated Laboratories

The scientific, technical and operational services staff of the seven Automated Laboratories ensure the provision of a high volume, rapid processing diagnostic pathology service of blood and body fluids, 24 hours a day, 7 days a week.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

- Patient Centred:** Our patients are the reason we are here and we will provide the best service to our patients and customers
- Team Work:** We value each other and work as a team to provide the best care for our patients
- Respect:** We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
- Professionalism:** We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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: Fotios Visvardis **Role Title:** Manager
Automated Directorate

Signature:  **Date:** 2/5/19

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:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	06/01/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	07/01/2019		Statement regarding Financial recovery plan added to Organisational context for CALHN – REMOVED FOR SCSS White Ribbon statement included Cultural Commitment statement included Child protection legislation " <i>Children and Young People (Safety) Act 2017</i> " updated under Special Conditions Link to HR Delegations and Financial Delegations included under Delegations Statement regarding South Australian Charter of Health Care Rights included under General Requirements Minor formatting with order of information amended.
V6	06/3/2019		Immunisation Risk Category checkbox has been included Statement regarding immunisation requirements has been included under Special conditions – " <i>Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</i> "