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## SA Health Job Pack

Job Title	Operational Services Officers / Technical Officers - CASUAL POOL – SA PATHOLOGY
Eligibility	Open to Everyone
Job Number	733433
Applications Closing Date	26/03/2021
Region / Division	Statewide Clinical Support Services
Health Service	SA Pathology
Location	Various Metro and Country locations
Classification	OPS1 and TGO0/1
Job Status	Casual pool

## 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](http://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

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## 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

## **COVID 19 – CASUAL POOL – SA PATHOLOGY – Metropolitan and Regional Vacancies**

SA Pathology is currently recruiting Casual Staff to assist at various metropolitan and regional sites.

The duties are varied either in Call Centre, Courier, Data Entry, Swabbing, Technical Officer and Specimen Collection.

**\*\*\*Prior to submitting your application you will need to have your National Police Check – Vulnerable and Department of Human Services – Working with Children Check\*\*\***

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### **CALL CENTRE / DATA ENTRY SMS**

Provide a range of customer service activities including the provision of a telephone answering service (Particularly in regards to Covid-19 queries); the provision of a friendly, efficient and effective telephone result enquiry service

Proven ability to produce consistently high standard of work, demonstrating **accuracy and attention to detail**.

- Problem solving skills;
- Keyboard and data entry skills;
- Willingness to accept additional responsibilities;
- Working on a rotating 7 day roster with extended hours between 7am-10pm
- Ability to answer phone calls and assist clients of SA Pathology register onto Personify to receive SMS message
- Ability to perform outbound calls to patients notifying them of their negative COVID 19 results

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### **DATA ENTRY TEAM – SRA STAFF**

- Receiving , sorting and performing preliminary preparation on specimens for analysis;
- Ensure external and internal inquiries are managed effectively in a timely manner
- Ensuring specimens are stored and transported under defined conditions;
- Accurate information is data entered into the various LIS computer system;
- Proven ability to produce work of a consistently high standard demonstrating accuracy and attention to detail;
- Problem solving skills;
- Keyboard and data entry skills;
- Willingness to accept additional responsibilities;
- Can work a variety of shifts ( 24/7);

### **DRIVE-THRU COLLECTION SITES**

Answering enquiries and ensuring that the correct information is given;

- Speaking with clients, helping them to understand the process and how to obtain their results;
  - Being empathetic to the clients' needs;
  - Data Entry;
  - Foot courier;
  - Can work a variety of shifts ( 24/7);
  - Swabbing (Nasal and Throat Collection);
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### **TECHNICAL OFFICER**

Contribute to the provision of the reliable and efficient diagnostic regional pathology service by:

- Participating in the performance of routine testing in the disciplines of Microbiology, Haematology, Clinical Chemistry and Transfusion Medicine;
  - Performance of specimen registration, test resulting, reporting and validation where required;
  - Performance of cell morphology screening with differential cell counts on abnormal automated CBE results;
  - Provision of information to Medical Officers and Hospital staff in the correct collection of specimens;
  - Liaise with Medical Officers and Hospital staff in relation to urgent and abnormal results within the areas of the regional laboratory and refer to the relevant consultative specialists within SA Pathology when necessary;
  - Undertake the collection of specimens from patients, including venepuncture and paediatric collections;
  - Participate in the routine maintenance of all equipment;
  - Preparation of reagents, monitoring reagent numbers and expiry dates.
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### **SPECIMEN COLLECTION**

- Is a patient sensitive role that requires a duty of care;
- Contribute to the efficient operation of Patient Services by providing a high level of customer service and care to patients during the course of duties: Phlebotomy, specimen collection, specimen management and administration including use of Laboratory Information Systems;
- The management of specimens in the pre-analytical stage that ensures the delivery of quality samples for testing that leads to the timely diagnosis and treatment of the patient;
- Contributes to the training and supervision of staff as relevant;
- Depth and understanding of discipline and area of practice at a proficient level;
- Able to take full responsibility for own work and that of others where applicable;
- Deals with complex situations holistically, able to make confident decisions.