



## ROLE DESCRIPTION

<b>Role Title:</b>	Facilities Service Officer
<b>Classification Code:</b>	OPS 2
<b>LHN/ HN/ SAAS/ DHA:</b>	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input type="checkbox"/> Riverland Mallee Coorong Local Health Network <input checked="" type="checkbox"/> Yorke and Northern Local Health Network
<b>Hospital / Service / Cluster / RSS</b>	Yorke & Northern Region
<b>Division:</b>	Corporate Services
<b>Department/Section / Unit/ Ward:</b>	Maintenance
<b>Role reports to:</b>	Director Corporate Services
<b>Role Created/ Reviewed Date:</b>	November 2022
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
<b>Immunisation Risk Category</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" 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 Maintenance Officer is accountable to the Director Corporate Services through the Facility Manager and the Maintenance Supervisor for the provision of efficient and effective facilities services.
- > The Maintenance Officer will perform a wide range of new, minor and preventative maintenance work and facilities service

### Direct Reports:

*Nil*

**Key Relationships/ Interactions:**Internal

- > Responsible to the Maintenance Supervisor for day to day work and issues.
- > Liaise with other Health unit departmental heads and staff.
- > Liaise with staff from other regional health services .

External

- > Liaise with Contractors

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Nil

**Delegations:**

- > Nil

**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 to:

- > 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.

**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 Statement:**

YNLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. YNLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

**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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > 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 unsupervised contact with vulnerable groups.

- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 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.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Contributes to the efficient operation of the Maintenance Department by:</p>	<ul style="list-style-type: none"> <li>&gt; Assisting in the provision of the ongoing maintenance programme for all Plant and Equipment, according to the Health Service's Maintenance, Security, Electrical and Fire Policy requirements</li> <li>&gt; Maintenance and repairs throughout the Health Service,</li> <li>&gt; Ensuring the installation and maintenance of equipment complies with appropriate standards, legislation and regulations.</li> <li>&gt; Actively contributing to the provision of a safe working environment by:</li> <li>&gt; Understanding their responsibility under Work Health Safety legislation: specifically the spirit and principles of the Premier's Safety Commitment Statement; the WHS Act and SA/NZ4360 Risk Management or equivalent framework</li> <li>&gt; Adhering to safe work practices, maintaining safe working conditions and adhering to all relevant policies and procedures.</li> <li>&gt; Taking responsibility to prevent and minimise infection in every aspect of work in accordance with relevant policies.</li> <li>&gt; Participating in any risk identification and / or minimisation processes.</li> <li>&gt; Undertaking appropriate activities to contribute towards the health service's Accreditation requirements as directed</li> <li>&gt;</li> </ul>
<p>Participates in the overall function of the organisation by:</p>	<ul style="list-style-type: none"> <li>&gt; Ensuring that relevant standards, accreditation, legislative and regulatory requirements are complied with, including updating practice in relation to new trends within the maintenance area, which result in service excellence and a safe environment for patients, residents, clients, staff and visitors</li> <li>&gt; Contributing to the effective and efficient management of the Health Service by attending regular Maintenance meetings as required.</li> <li>&gt; participate in continuous Quality Improvement Activities.</li> <li>&gt; Complies with the Code of Ethics for Public Sector Employees</li> <li>&gt; Maintain confidentiality and privacy in matters pertaining to patients, visitors and staff</li> <li>&gt; Function in accordance with all relevant legislation</li> <li>&gt; Works within own ability and qualifications</li> <li>&gt; Attend all required mandatory training within the specified time frame</li> <li>&gt; Uses and promotes effective communication and interpersonal skills</li> <li>&gt; Evaluate own practice through performance appraisal</li> <li>&gt; Maintain continual self development through attendance at applicable training courses, seminars and workshops.</li> <li>&gt; 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.</li> <li>&gt; Contribute to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > Nil

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

- > Ability to use a wide range of hand and power tools.
- > Building/maintenance skills including but not limited to, carpentry, painting, metal work or plumbing.
- > Effective interpersonal skills including the ability to work respectfully and appropriately with customers from diverse backgrounds
- > Ability to work with limited supervision, manage time effectively and prioritise tasks.
- > Ability to fault find and investigate problems.
- > Demonstrated ability to work effectively both individually and within a team environment.
- > Ability to use tact and initiative when dealing with difficult or sensitive work situations.
- > Demonstrated ability to work in a confidential manner.

#### **Experience**

- > Demonstrated experience in a broad range of maintenance activities/repairs, including building, grounds and equipment maintenance
- > Experience in using computers
- > Demonstrated experience in the use and operation of relevant tools and equipment

#### **Knowledge**

- > Has knowledge of the appropriate Standards in relation to the area of practice
- > A sound understanding of general maintenance and repair functions
- > Knowledge of Chemical Safety principles
- > Knowledge of OHS&W principles and responsibilities associated with a maintenance role
- > Knowledge of Quality systems

### **DESIRABLE CHARACTERISTICS**

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

- > Trade background

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

#### **Experience**

- > Demonstrated experience working in a healthcare environment
- > Experience in preventative maintenance programs

## Knowledge

### 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, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern 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**

## 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.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## 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:**