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SA Health Job Pack

Job Title	Catering & Utility Team Leader
Eligibility	Open to Everyone
Job Number	867890
Applications Closing Date	10 July 2024
Region / Division	Yorke and Northern Local Health Network
Health Service	Booleroo Centre District Hospital and Health Service
Location	Booleroo Centre
Classification	WHA7
Job Status	Ongoing Full Time
Salary	\$1,200.50 - \$1,215.50 per week

Contact Details

Full name	Ryan Ackland
Position	Executive Officer/Director of Nursing
Phone number	08 8667 2211
Email address	ryan.ackland@sa.gov.au

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 (DHS) 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 Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - 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 B (indirect 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 B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

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 [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



ROLE DESCRIPTION

Role Title:	Team Leader
Classification:	Health Ancillary Level 7 (WHA7)
Stream:	Catering / Utility Services
Position Number	P20591
Local Health Network	Yorke & Northern Local Health Network Inc
Business Unit	Boomeroo Centre District Hospital and Health Service
Department/Section / Unit/ Ward	Catering and Utility
Type of Appointment	<input checked="" type="checkbox"/> Ongoing <input type="checkbox"/> Temporary <input type="checkbox"/> Casual
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category B (indirect contact with blood or body substances) Please click here for further information on these requirements

ROLE SPECIFICATION

Summary of the broad purpose of the role in relation to the organisation's goals

The Team Leader is responsible for ensuring that the production and distribution of food service is maintained to appropriate standards in an efficient and effective manner.

The Team Leader is also required to coordinate the activities, guide and assists staff members to provide a quality cleaning, linen and laundry service which meet appropriate standards in an efficient and effective manner.

The Team Leader will also be required to perform the duties of 'Cook'.

Reporting/Working Relationships

The Team Leader is responsible directly to the Executive Officer/Director of Nursing.

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

Yorke & Northern Local Health Network Inc Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. This LHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke & Northern Local Health Network Inc values and strategic directions.

As a Manager you, or your delegate, are required to action the Performance Review & Development Program inclusive of six (6) monthly reviews, for all employees for whom you are responsible.

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.
- > The position is primarily located at Booleroo Centre but the incumbent maybe required to work from other sites within the Mid North and Southern Flinders area.
- > Must be an Australian Resident or hold a current working visa.
- > Current driver's license and willingness to drive.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

Statement of Key Outcomes and Activities

A Team Leader contributes to the effective management and organisation of the unit and employees by:

- Allocating and determining work priorities
- Inspecting and ensuring the quality of work undertaken by employees
- Advising employees on appropriate procedures and safe work practices affecting the methods of work
- Ensuring that labour, tools, materials, and equipment are available, used efficiently and safely where appropriate and are properly maintained
- Preparing and maintaining records and incident reports

- Assisting in the on-the-job training of employees
- Orientating new employees

A Team Leader contributes to the provision of an efficient, effective and sustainable general housekeeping, catering and laundry service that supports the health unit by:

- Understanding and applying quality control techniques
- May require the setup, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems
- Initiate and program detailed work functions
- Interpreting sophisticated instructions and procedures
- Monitor and implementation of and compliance with workplace policies and procedures
- Contribute to the development and implementation of policies and procedures
- Ensure maintenance of documentation to meet workplace requirements
- Ensure maintenance of safe environment for employees and clients
- Assist with administrative functions

Contribute to the provision of an efficient, effective and sustainable service that support the health unit by:

- Oversight of cooking and production/kitchen staff

Demonstrates and maintains a satisfactory knowledge and skill base to perform role by:

- Undertaking training as required and maintaining required skills and knowledge applicable to the role

An employee at Level 7 will be required to perform duties at the lower level.

As a Cook contributes to the effective management and organisation of the unit and employees by:

- May require the setting up, program and operation of complex machinery, equipment and/or facilities and recording systems including computerised systems
- Program detailed work functions
- Interpret complex instructions and procedures
- Provision of trade or trade equivalent guidance and assistance to other employees
- Contributing to ongoing review, development and implementation of guidelines and procedures

Contributing to the provision of an efficient, effective and sustainable service that support the health unit by:

- Train apprentices as required
- Balance menus
- Special diet cooking
- Oversight of catering staff
- Liaise with procurement offices re. food orders
- Order and control production food

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:

- > Complying with workplace policies and procedures
- > Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regard to confidentiality
- > Contributing to the development and implementation of departmental strategic directions and plans.
- > Commitment to the continuous improvement in the provision of customer service
- > Comply with and have a working knowledge and understanding of current Food Safety Standards and current Infection Control policies and procedures
- > Correctly utilising appropriate personal protective equipment
- > Regularly participate in personal performance development reviews
- > Participation in continuous quality improvement programs and accreditation activities

- > Ensuring cultural sensitivity is maintained by attending and contributes to their learning in diversity of cultural awareness and cross-cultural training, with a frequency to be determined as appropriate by the organisation
- > All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- > It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management

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.

Contribute to the promotion and implementation of the Public Sector Act principles and practices and employee conduct standards, in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements.

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications (include only those listed as an essential qualification for the specified classification group)

- Trade qualifications or trade equivalent skills as a Cook
-

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment)

- Proven ability to work well within a team environment
 - Ability to work in various settings and relate to all levels of staff
 - Flexible approach to work and rostering systems
 - Proven ability to meet deadlines and timeframes
 - Ability to allocate, inspect and determine work priorities to ensure the quality and timeliness of work undertaken by employees
 - Excellent interpersonal and communication skills with the ability to relate to people from different cultures, backgrounds and circumstances
 - Ability to provide assistance and co-operation to other staff
 - Demonstrated ability to perform under broad guidelines
 - Ability to use discretion and maintain strict confidentiality
-

Experience

- Proven experience in the provision of a catering, cleaning, linen and laundry service
 - Proven experience in the supervision of staff as a Team Leader
 - Previous experience providing advice to employees on appropriate procedures and safe work practices
 - Experience in determining and appraising methods of work organisation, which includes implementing detailed directions and procedures and assisting in the provision of on-the-job training
 - Experience in the use of computer packages e.g., Microsoft Office Suite, Microsoft Word, Excel
 - Experience in maintaining employee rosters.
 - Proven experience in exercising own judgement and initiative in the day-to-day execution of a position
-

Knowledge

- Knowledge of safe working conditions, food storage and correct food handling techniques
- Knowledge of special dietary foods
- A sound knowledge of cleaning materials, equipment for cleaning and laundry services
- An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation

DESIRABLE CHARACTERISTICS (To distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications (considered to be useful in carrying out the responsibilities of the position)

- Successful completion of Year 11 High School
 - A current first aid certificate
-

Personal Abilities/Aptitudes/Skills: (related to the job description and expressed in a way which allows objective assessment)

- Demonstrated manual handling skills
-

Experience

- Previous experience in a health care facility
-

Knowledge

- Nil
-

Other Details:

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:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

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.

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.

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: _____