



ROLE DESCRIPTION

Role Title:	Stores Assistant/Cleaner		
Classification Code:	WHA3	Position Number	
LHN/ HN/ SAAS/ DHW:	Central Adelaide Local Health Network (LHN)		
Hospital/ Service/ Cluster:	Hampstead Rehabilitation Centre		
Division:	Operational Services		
Department/Section / Unit/ Ward:	Food Services		
Role reports to:	Food Services and Contract Manager		
Role Created/ Reviewed Date:	February 2026		
Criminal and Relevant History Screening:	<input type="checkbox"/>	Aged (NPC or DHS)	
	<input type="checkbox"/>	Working With Children's Check (DHS)	
	<input checked="" type="checkbox"/>	National Police Check (NPC)	
Immunisation Risk Category Requirements:	<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 Stores Assistant/Cleaner Level 3 contributes to the provision of a high-quality food and beverage service by undertaking responsibility and duties additional to level 2 in specific areas of the service including receipting & storage of incoming goods, monitoring stock levels and assisting with ordering of goods. General cleaning tasks throughout the kitchen facility, including storage areas and equipment.

Direct Reports:

The Stores Assistant/Cleaner level 3 reports, and is responsible to, Food Services Co-Ordinator HRC.

Key Relationships/ Interactions:

Internal

- Other Worker Health Ancillary employees within Food Services
- Some Clinical and Allied Health staff

External

- Suppliers
- TQEH Food Services

Challenges associated with Role:

Major challenges currently associated with the role include:

- High volume service with explicit time frames.
- Multiple areas to collaborate and interact with.
- WHS limited space or storage area
- Receival demand of multiple deliveries at a time, workload prioritisation required.
- Physical demand, heavy loads, cold room and freezer work, repetitive duties.

Delegations:

- **Staff supervised:** N/A
- **Budget:**
 - Salaries and wages: \$ NA
 - Goods and services: \$ NA
- **Delegations**
 - HR Delegation Level # NA
 - Procurement Delegation Level # NA (\$ # NA)
 - Financial Delegation Level # NA (\$ # NA)

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Contribute to the provision of an effective, high quality and efficient patient food and beverage service.	<ul style="list-style-type: none"> • Undertake, as required, any or all of the duties for a Health Ancillary Worker on a lower level. • Assisting in the management of well maintained, compliant stores operations, including receiving, delivery, storage, security, and stock rotation. • General housekeeping, cleaning, and sanitising of all kitchen areas and equipment. • Cleaning specific equipment, drains or areas as per cleaning schedules or production demands. • Operate machinery associated to cleaning tasks, pot washers, flight dish washer, floor scrubbers. • Cleaning floors either mopping or use of a floor scrubber. • Assist with staff training and orientation.
Contribute to an efficient and effective production service according to departmental quality standards and procedures.	<ul style="list-style-type: none"> • Adherence to proper food handling and hygiene practices. • Maintaining the work area and equipment in an ordered, hygienic fashion. • Assisting with ordering and stock controls • Keeping appropriate statistics. • Report equipment failures or issues
Contribute to the overall operation of the Distribution Service by performing Level 3 duties plus additional duties.	<ul style="list-style-type: none"> • Receive, check and store incoming goods. • Utilise electronic equipment to accept and process goods receipts. • Maintain all storage areas as required. • Collate total food requirements by the use of electronic equipment • Undertake training in tasks as required
Contribute toward the provision of a safe and healthy work environment for self and others.	<ul style="list-style-type: none"> • Reporting all accidents, incidents and near misses. • Complying with reasonable instructions or procedures aimed at protecting the health and safety of themselves and others; and • Carrying out responsibilities as detailed in occupational health, safety and injury management policies and procedures.
Comply with Food Safety Standards	<ul style="list-style-type: none"> • Assisting in identifying potential hazards. • Follow systems to monitor critical control points. • Follow appropriate recording procedures. • Attending all required mandatory training within the required timeframe.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- Nil

Personal Abilities/Aptitudes/Skills:

- Strong literacy skills
- Strong numeracy skills
- Ability to interpret work instructions, menus, policies and procedures
- Ability to communicate effectively with a variety of personnel
- Ability to follow written and verbal direction effectively
- Ability to work in a team setting making a contribution to the service and working with new ideas and changes in a constructive and positive manner
- Sound organisational skills
- Ability to work in the timeframe provided.
- Ability to work with dexterity.
- Has a commitment to quality and customer service.

Experience:

- Experience working in a catering environment.

Knowledge:

- Food safety and handling requirements
- Allergen awareness and handling requirements

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Completion of/or studying towards an appropriate course in food handling, hygiene or nutrition
- Completion of an online Allergen Awareness course

Personal Abilities/Aptitudes/Skills:

- Proficient use of PC computers, Microsoft office programs, internet and e-mail

Experience:

- Broad experience in one or more large catering operations
- Previous experience working in a hospital environment.
- Experience in using word processor, database and spread sheet programmes.

Knowledge:

- Knowledge of large-scale food service operations

Special Conditions:

- The incumbent is required to work between the hours of 6.00 AM and 9.00 PM over a 5 or 7 day roster, at any site the business dictates.
- Acceptance of staff rotation is a condition of employment
- 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.
- To create an inclusive and responsive environment where Aboriginal and Torres Strait Islander consumers are welcomed, valued and respected for their cultural knowledge and lived experiences. Our commitment extends to enhancing culturally safe workplaces by investing in our Aboriginal and Torres Strait Islander workforce, aligning with the SA Health Aboriginal Workforce Framework.

General Requirements:

- To elevate the cultural capability of our non-Aboriginal staff, ensuring they can drive meaningful improvements in the health system, policies, planning and practices. This ensures our services are responsive to the cultural needs identified by Aboriginal and Torres Strait Islander people.
- 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 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.

Resilience:

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

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

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)
- Brain and Spinal Cord Injury Services located at the Repat Health Precinct

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 SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, 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, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN, visit centraladelaide.health.sa.gov.au

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	Behaviours
<i>People first</i>	<ul style="list-style-type: none">- 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.
<i>Ideas driven</i>	<ul style="list-style-type: none">- 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.
<i>Future focussed</i>	<ul style="list-style-type: none">- 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.
<i>Community minded</i>	<ul style="list-style-type: none">- 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.

Role Acceptance

Employee 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:

Approvals

Role Description Delegate / Manager Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

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	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023	03/12/2024	Updated wording for Approvals section
V11	04/12/2024		Strengthened General Requirement statement and the inclusion of a cultural statement/commitment