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## SA Health Job Pack

<b>Job Title</b>	Technical Officer - Talent Pool
<b>Job Number</b>	676648
<b>Applications Closing Date</b>	22/02/2019
<b>Region / Division</b>	SA Health – Central Adelaide Local Health Network
<b>Health Service</b>	SA Pathology
<b>Location</b>	Adelaide
<b>Classification</b>	TGO1 / TGO2
<b>Job Status</b>	More than one vacancy, full time temporary up to 9/2/2020
<b>Indicative Total Remuneration*</b>	TGO1: \$48,113 - \$69,892; TGO2: \$75,305 - \$80,093

## 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 Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- 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.

## Contact Details

<b>Full name</b>	Dianne Zurcher
<b>Phone number</b>	70741230
<b>Email address</b>	Dianne.Zurcher@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

<b>Role Title:</b>	Technical Officer
<b>Classification Code:</b>	TGO1
<b>LHN/ HN/ SAAS/ DHA:</b>	Department of Health & Ageing
<b>Hospital/ Service/ Cluster</b>	SA Pathology
<b>Division:</b>	Automated Laboratory
<b>Department/Section / Unit/ Ward:</b>	RAH site
<b>Role reports to:</b>	TGO-2
<b>Role Created/ Reviewed Date:</b>	16/08/2018
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Contributes to the efficient operation of the laboratory by performing routine diagnostic tests, including preparation, screening, and reporting of specimens
- > maintenance and calibration of laboratory equipment
- > performs bench level review of QC and assists with more complex tests and procedures for diagnosis
- > will work in more than one area as directed by the laboratory supervisor within a multi-disciplinary environment.

### Key Relationships/ Interactions:

#### Internal

- > Reports to the supervising technical officer.
- > Works within a team of Technical, Scientific, Operational Services and Clerical staff.

#### External

- > Communication with Medical Practitioners both public and private to convey validated results.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Developing extensive knowledge of analyser use across multiple disciplines
- > Having ability to perform diagnostic testing in a variety of disciplines including biochemistry, haematology, microbiology and blood transfusion.

**Delegations:**

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**Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Testing	<ul style="list-style-type: none"><li>&gt; Operate, maintain and calibrate laboratory equipment</li><li>&gt; Performing routine testing in accordance with standard procedures as detailed in method manuals</li><li>&gt; Maintain good housekeeping procedures</li></ul>
Quality Management	<ul style="list-style-type: none"><li>&gt; Run internal QC and eQAP according to scheduling detailed in laboratory procedures</li><li>&gt; Perform bench level QC review and troubleshooting under supervision</li><li>&gt; Verify the technical validity of results under supervision</li></ul>
Training and Education	<ul style="list-style-type: none"><li>&gt; Participating in professional development activities</li></ul>
Administration	<ul style="list-style-type: none"><li>&gt; Maintain patient files and laboratory records.</li></ul>
Stakeholder Communication	<ul style="list-style-type: none"><li>&gt; Relay validated test results to clients</li></ul>
Service Provision	<ul style="list-style-type: none"><li>&gt; Ensure that service provision and the activities of the Division remains customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and culture which is highly responsive to the needs of business partners and external clients.</li><li>&gt; Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li></ul>
Procurement	<ul style="list-style-type: none"><li>&gt; Responsible for the ordering and receipting of all laboratory consumables and reagents within the current procurement programs.</li><li>&gt; Ensure all reagents and consumables are received into the laboratory following standing operating procedures and that storage and release procedures meet all regulatory conditions including critical stock receipt</li><li>&gt; Ensuring all required associated documentation is appropriately completed and filed as per documented laboratory procedure.</li></ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

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- > *The Medical Laboratory Science Certificate (or equivalent) is essential for appointment at TGO-1 level.*

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

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- > Ability to acquire and apply technical skills.
  - > The ability to work as part of a team.
  - > An ability to operate effectively under pressure and time constraints.
  - > Have a responsible, reliable and co-operative attitude to work.
  - > An understanding of, and commitment to good customer service.
  - > An understanding of the concept of patient confidentiality.
  - > Ability to organise work commitments, set priorities and meet deadlines.
  - > Demonstrated reliability and attendance
  - > An ability to work autonomously
  - > Good verbal and written communication skills
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#### **Experience**

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- > Experience in the operation of laboratory equipment
  - > Experience in the performance of laboratory tests
  - > Experience in the use of quality control databases
  - > Experience working within a team environment
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#### **Knowledge**

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- > Knowledge of laboratory equipment
  - > Knowledge of the principles in use in laboratory testing
  - > Knowledge of OHS&W requirements for working in a pathology laboratory
  - > Knowledge of office procedures and medical terminology
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### **DESIRABLE CHARACTERISTICS**

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

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

---

- > A proven ability to acquire and apply technical skills.
  - > A proven ability to organise own work area.
- 

#### **Experience**

- > Demonstrated high level of relevant technical expertise

## **Knowledge**

- > Recognised knowledge in more than one discipline of diagnostic pathology testing
- > Knowledge of office procedures and medical terminology

### 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 Criminal and Relevant History Screening.
- > *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's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > 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 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*
- > *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.

**Resilience:**

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

## 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 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., 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.

### **Health Network/ Division/ Department:**

Provide quality Pathology in the discipline of Automated Biochemistry that is timely, reliable and consistent.

## 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.

## 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined 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		Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.



## ROLE DESCRIPTION

<b>Role Title:</b>	Supervising Technical Officer
<b>Classification Code:</b>	TGO-2
<b>LHN/ HN/ SAAS/ DHA:</b>	Department of Health & Ageing
<b>Hospital/ Service/ Cluster</b>	SA Pathology
<b>Division:</b>	Automated Laboratory
<b>Department/Section / Unit/ Ward:</b>	RAH site
<b>Role reports to:</b>	Section Head, Automated Biochemistry
<b>Role Created/ Reviewed Date:</b>	19-08-2018
<b>Criminal History Clearance Requirements:</b>	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Contribute to the provision of a high quality diagnostic pathology service by the performance of routine and complex diagnostic testing in a multi-disciplinary laboratory.
- > The incumbent provides shift supervision to Technical Grade Officers at the 0/1 level ensuring testing performed is to the standard required by NPAAC and TGA.
- > The incumbent is also responsible for the ordering and receipting of all laboratory consumables, the calibration of associated laboratory equipment and maintenance of all equipment related documentation.

### Key Relationships/ Interactions:

#### Internal

- > Reports to the supervising Medical Scientist.
- > Works within a team of Technical, Scientific, Operational Services and Clerical staff.
- > Communicates with the Shared Services Procurement team.

#### External

- > Communication with Medical Practitioners both public and private.
- > Communicates with external suppliers of laboratory consumables and reagents.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Developing relevant technical knowledge across complex laboratory platforms
- > Effective supervision of staff in a high pressure environment

**Delegations:**

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**Key Result Area and Responsibilities**

<b>Key Result Areas</b>	<b>Major Responsibilities</b>
Supervision	<ul style="list-style-type: none"> <li>&gt; Responsible for the supervision of TGO-0/1 and MeS1 staff performing diagnostic testing</li> <li>&gt; Directs the scheduling of the technical staff resource on a shift to shift basis</li> <li>&gt; Assists in the provision of appropriate training of technical staff.</li> <li>&gt; Acts as a technical resource for staff supervised.</li> <li>&gt; Handle sample release requests for the coroner or police</li> <li>&gt; Handle forensic chain of custody &amp; specimen release</li> </ul>
Quality Control	<ul style="list-style-type: none"> <li>&gt; Responsible for running and validating daily QC.</li> <li>&gt; Responsible for the identification and troubleshooting of out of control QC results</li> <li>&gt; Assists in the preparation and running of eQAP samples as directed by the supervising scientist</li> </ul>
Procurement	<ul style="list-style-type: none"> <li>&gt; Maintain levels of laboratory reagents and consumables such that supplies are always available whilst minimising wastage.</li> <li>&gt; Responsible for the ordering and receipting of all laboratory consumables and reagents within the current procurement programs.</li> <li>&gt; Ensure fiscally responsible ordering of consumables and reagents by the use of a robust inventory system.</li> <li>&gt; Ensure all reagents and consumables are received into the laboratory following standing operating procedures and that storage and release procedures meet all regulatory conditions including critical stock receipt</li> <li>&gt; Ensuring all required associated documentation is appropriately completed and filed as per documented laboratory procedure.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>&gt; Responsible for the maintenance of all records associated with equipment including support items (timers/pipettes/balances).</li> <li>&gt; Ensures that the calibration of associated equipment is performed according to specified schedules</li> </ul>
Stakeholder Communication	<ul style="list-style-type: none"> <li>&gt; Act as the primary contact for laboratory communications</li> <li>&gt; Manages and directs incoming queries</li> <li>&gt; Monitor, review and resolves unusual test requests</li> </ul>
Service Provision	<ul style="list-style-type: none"> <li>&gt; Ensure that service provision and the activities of the Division remains customer focussed and professionally and effectively conducted by contributing to the development of an integrated team approach and</li> </ul>

	<p>culture which is highly responsive to the needs of business partners and external clients.</p> <ul style="list-style-type: none"><li>&gt; Lead, develop and foster a positive work culture which is based on SA Health's values and promotes customer service, learning and development, safety and welfare of employees, acknowledges differences, and encourages creativity and innovation.</li></ul>
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## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

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

- > *A recognised qualification in an appropriate Technical discipline*

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

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- > Ability to supervise and train staff.
  - > Ability to learn various methods used in the laboratory.
  - > Ability to communicate effectively both verbally and in writing.
  - > Ability to work within a team environment and independently depending on the requirements of the laboratory.
  - > Ability to use computers and associated software and hardware.
  - > Ability to use initiative, prioritise and organise workflow.
  - > Ability to be flexible and adapt in a changing environment.
  - > Ability to solve problems and apply innovation in finding appropriate solutions.
  - > High level of interpersonal skills.
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#### **Experience**

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- > Experience processing biological specimens, preparation of reagents and performance of routine and complex laboratory tests.
  - > Experience in one or more of the following disciplines: Clinical chemistry, Haematology, Immunoassay and Transfusion.
  - > Experience in use of high volume automated laboratory equipment.
  - > Experience in quality control and participation in quality assurance programs.
  - > Experience in the coordination of staff.
  - > Experience in the provision of a quality pathology service and dealing with client requirements.
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#### **Knowledge**

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- > Knowledge of at least one area of diagnostic pathology testing: Clinical chemistry, Haematology, Immunoassay and Transfusion.
  - > Understanding and application of quality control principles.
  - > Knowledge of quality assurance programs.
  - > Knowledge of the principles of public administration and personnel management, EEO and OH&S principles.
  - > Knowledge of NATA/RCPA and quality systems accreditation requirements.
  - >
- 

### **DESIRABLE CHARACTERISTICS**

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

- > Evidence of on-going education by attendance at appropriate workshops/conferences/seminars.

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

### **Experience**

- > Experience in a multidisciplinary diagnostic pathology service
- > Experience in the provision of a 24 hour or on-call diagnostic service.
- > Experience in the provision of a laboratory procurement service.

### **Knowledge**

- > Recognised knowledge in more than one discipline of diagnostic pathology
- > Knowledge of office procedures and medical terminology

### Special Conditions:

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