Government of South Australia
SA Health

ROLE DESCRIPTION

Role Title:	Services Assistant
Classification:	WHD-2
Stream:	Catering / Utility Services
Local Health Network:	Yorke & Northern Local Health Network
Business Unit:	Yorketown Health Services
Type of Appointment:	☐ Ongoing
	☐ Temporary Term:
	☒ Other Term: Casual
Criminal History Clearance Requirements:	☒ Aged (NPC) ☒ Child- Prescribed (DCSI) ☐ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category	☒ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☐ Category C (minimal patient contact)

ROLE SPECIFICATION

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

The Services Assistant is responsible for providing a timely, efficient and effective service, that involves the catering and cleaning of the health unit. Duties may include the preparation, service and delivery of food to clients, and general housekeeping.

The Services Assistant may also be required to undertake laundry duties.

Reporting/Working Relationships

The Services Assistant is responsible directly to the Services Supervisor on a day to day basis and ultimately responsible 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

Y&N LHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Y&N LHN 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 Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion (DCSI).
- *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 working in Aged Care.
- *Prescribed Positions* will also require a NPC general probity clearance.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue.
- The position is primarily located at Yorketown Health Service but the incumbent maybe required to work from other sites and/or facility within Yorke and Northern Local Health Network area.
- Must be an Australian resident or hold a current working visa.
- The incumbent will be required to enter into an Annual Performance Review and Development Plan for the achievement of specific, service or program outcomes.
- 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

Contribute to the general housekeeping, catering and laundry service of the health unit by:

Utility Services

- undertaking minor sewing repairs (not including making or manufacturing)
- prepare wash, clean, sort, dry, fold, label, iron, pack, deliver and store, as appropriate, laundry, uniforms and linen
- assist with recording (eg. imprest systems and for sterilization during washing cycle)
- window high cleaning with use of ladders
- routine shampooing of carpets, requiring the use of electronically powered or hand equipment and walking behind cleaning equipment and plant.

Catering

- preparation of breakfasts, soups, gravies and fast serve foods (for example sausage rolls, wraps and bacon and eggs)
- cut an portion ingredients for meal packs
- receive stock, reconstitute (requiring decision on temperature and time selection) and plate frozen food
- notify food complaints to supervisor
- assist clients to fill-out menus (request for specific dietary requirements should be referred to the appropriate employee)
- service, plate and deliver food.

Contributing to the effective management of material resources by:

Utility Services

- request orders for repairs to equipment
- operate mechanical washing machines, sealing units, hot air ovens and laboratory incubators
- initiate requirements for repairs to equipment
- check and delivery of gas cylinders.

Catering

- switch on required equipment
- unlock work areas
- check off stock lists
- cashier duties (not independent reconciliation of cash)
- stocking and maintaining, cleanliness and notifying any damage to vending machines
- initiate ordering for repairs.

Contribute to the efficient and effective operation of the health unit by:

- may require the operation of machinery, equipment and/or facilities
- instruction given by way of verbal, written or diagrammatic direction
- providing assistance and co-operation to other employees
- perform routine functions requiring the undertaking of clear and straight forward instruction.

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 2 will be required to perform duties at the lower level.

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 guidelines
- Comply with and have a working knowledge and understanding of the requirement for all staff employed in the organisation in regards to confidentiality.
- 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 Standards policies and procedures.
- Correctly utilising appropriate personal protective equipment.

- Participation in continuous quality improvement programs and accreditation activities.
- Ensuring cultural sensitivity is maintained by attending and contribute 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)

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.
- Interpersonal and communication skills and 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 general direction.
- Ability to use discretion and maintain strict confidentiality.
- Effective written, verbal and numeracy skills.

Experience

- Limited experience in the areas of housekeeping, cooking/catering and laundry.

Knowledge

- Basic knowledge of safe working conditions.
- Basic knowledge of Food Safety Standards.
- Basic knowledge of Infection Control Standards, including cleaning and sanitizing processes.
- Basic knowledge and commitment to customer service principles.
- Knowledge of computer packages eg. Microsoft Word, Excel.
- Knowledge and understanding of the Occupational Health, Safety and Welfare Act and Risk Management principles.

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

- Experience in the areas of housekeeping, cooking/catering and laundry.
- Limited experience in the use of computer packages eg. Microsoft Word, Excel.

Knowledge

- A knowledge of Equal Employment Opportunity legislation

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, Country Health SA Local Health Network and SA Ambulance Service.

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, international 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.

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 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