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SA Health Job Pack

Job Title	Technical Officer - Modbury
Job Number	683528
Applications Closing Date	22/02/2019
Region / Division	SA Health – Central Adelaide Local Health Network
Health Service	SA Pathology
Location	Modbury
Classification	TGO1
Job Status	Full time, Ongoing
Indicative Total Remuneration*	\$48,113 - \$69,892

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 - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Hamish Holder
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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

Role Title:	Technical Officer
Classification Code:	TGO1
LHN/ HN/ SAAS/ DHA:	
Hospital/ Service/ Cluster	
Division:	
Department/Section / Unit/ Ward:	
Role reports to:	Scientific Lead/Laboratory Manager
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The following objectives for a Technical Officer at the classification level of TGO 1 are as follows:

- > Activities at this level may be undertaken on an individual basis or in a team, and will include a requirement to exercise knowledge.
- > Perform duties which require expertise, experience and technical skills to apply standardised practices and procedures in the conduct of a range of technical activities.
- > Participate in technical project work which requires a level of applied knowledge and skill, which can be gained by experience.

Direct Reports:

- > N/A

Key Relationships/ Interactions:

Internal

- > Interacts closely with personnel at all levels on a daily basis within SA Pathology regarding specimens, tests, results and equipment.

External

- > Communicate with clients regarding specimens and testing.

Challenges associated with Role:

(Major challenges currently associated with the role include:

- > Understanding the variations between test requirements.
- > Participating in an efficient integrated workflow.
- > Understanding the need for courteous and clear communication at all times, particularly at times of high workload pressure.
- >

Delegations:

- > N/A

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Service Provision	<ul style="list-style-type: none"> > Receive specimens into the laboratory (information system) and perform identity checks in accordance with established laboratory protocols. > Sort and prepare samples for testing and analyses including dispatch to other laboratories where appropriate. > Under the governance of the supervisor shall review and report results in accordance with defined laboratory guidelines and appropriate to technical grade delegations. > Provide high quality and accurate results within a timeframe determined through established KPIs. > Perform analysis of quality control material, review and report outlier results in accordance with established laboratory protocols. > Promptly bring to the attention of the supervisor any abnormal or unexpected results. > Assist with storage of consumables, specimens and the safe transport and disposal of specimens. > Maintain records of results. > Undertake routine laboratory housekeeping duties. > Operate and maintain laboratory equipment in accordance with established procedures.
Quality Management	<ul style="list-style-type: none"> > Actively participate in the application of Quality Management principles in accordance with appropriate regulatory framework. This includes: <ul style="list-style-type: none"> o Procedural audits and reviews as directed o Implementation of new methods and procedures o Ensuring acknowledgement of relevant procedural updates o Ensuring appropriate and immediate reporting of incidents, errors and complaints o Participation in risk management and continuous quality improvement activities as part of day to day work practices. > Understand, maintain and apply the principles of internal quality control and external quality assurance programs and contribute to the resolution of problems that may arise.
Professional Development	<ul style="list-style-type: none"> > Develop and maintain skills to ensure current knowledge in diagnostic, research and development activities of the laboratory. > Take part in departmental seminars and presentations.
Work Health & Safety	<ul style="list-style-type: none"> > Contribute to Work Health and Safety within SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed. > Report incidents and risks in a timely manner.

	<ul style="list-style-type: none">> Handling and processing of biological hazardous samples.> Collaborate with senior staff in resolution of issues and mitigation of risks.> Complete mandatory training obligations including emergency evacuation and fire training.
	<ul style="list-style-type: none">>



Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Diploma or Advanced Diploma in an approved and recognised qualification.

Personal Abilities/Aptitudes/Skills:

- > Ability to work under limited supervision.
- > Ability to follow written and verbal instructions.
- > Positive commitment to customer service.
- > Communicate and work effectively within a team environment.
- > Ability to complete variable workloads to a high standard and within defined timelines.
- > A desire to work in a laboratory environment.
- > Good interpersonal skills.
- > Ability to use initiative to solve problems.
- > Good numerical and keyboard skills.
- > Excellent oral and written communication skills.
- > Ability to prioritise work to ensure efficient and effective performance.
- > Ability to handle confidential and sensitive information in a professional manner.
- > Ability to use various computer software to perform work duties.

Experience

- > Experience working within a team environment.
- > General laboratory experience.

Knowledge

- > Knowledge of laboratory principles and concepts.
- > General knowledge of science and laboratory practice.
- > Knowledge of Work Health, and Safety legislation.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > A proven ability to acquire and apply technical skills.
- > A proven ability to undertake relevant training programs including further education courses.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated relevant technical expertise.
- > Laboratory skills in analytical methodologies.
- > Ability to communicate with health care professionals.

Experience

- > Experience with laboratory equipment.
- > Previous experience in a pathology laboratory.
- > Experience in Data Entry

Knowledge

- > Knowledge of laboratory principles and concepts.
- > General knowledge of science and laboratory practice.
- > Knowledge of current accreditation and legislative requirements as applied to Pathology Laboratories.
- > Knowledge of Work, Health and Safety.
- > Knowledge of legislation, policies and guidelines relating to privacy.

Special Conditions:

- > The incumbent is required to fully participate in the laboratory Roster and after suitable training and competency assessment, may be required to participate in a 24-hour / 7 day Roster which includes a shift roster and/or an on-call roster
- > As required the incumbent may rotate through a range of laboratory work areas.
- > 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 Assessment clearance.
- > *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 Assessment must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993 (Cth)* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in 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 Guidelines for Health Care Workers in South Australia 2014.*
- > *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 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.

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:

SA Pathology's mission is to provide:

- > The people of South Australia with comprehensive quality pathology and associated critical services that improve patient outcomes and the health of the community through a commitment to education, innovation and research
- > Our customers with exceptional services and support
- > Our staff with a working environment conducive to fulfilling their potential
- > The Government of South Australia with cost-effective, sustainable pathology and clinical services.

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: